

Enterprise Incident Report August 2012

As of 9/4/2012

Workforce Services

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.

Cells displayed show the number of incidents resolved on first contact during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - First Contact Resolution				
			Critical	High	Low	Medium	FCR Total
Workforce Services	Application Services	Bart Purser	0 0	1 0	5 1	0 0	6 1
		Dustin Crump	0 0	0 0	5 0	0 0	5 0
		Ken Ainge	0 0	0 0	3 0	0 0	3 0
		Martin Gonzalez	0 0	0 0	8 8	0 0	8 8
		Paul Lundell	0 0	0 0	3 1	0 0	3 1
		Terry Forsgren	0 0	0 0	2 0	1 0	3 0
		Tony Larsen	0 0	0 0	2 0	0 0	2 0
		Assigned to Individual Total	0 0	1 0	28 10	1 0	30 10
	Application Support - APEX	Chad Thompson	0 0	0 0	1 0	0 0	1 0
		Dave Clark	0 0	0 0	4 1	0 0	4 1
		Assigned to Individual Total	0 0	0 0	5 1	0 0	5 1

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			Critical	High	Low	Medium	FCR Total
Workforce Services	Application Support - CATS IV	Dawn Harris	0	0	2	0	2
			0	0	0	0	0
		Janice Folsom	0	0	1	0	1
			0	0	0	0	0
		Assigned to Individual Total	0	0	3	0	3
			0	0	0	0	0
	Application Support - Content Manager	Nate Olson	0	0	2	0	2
			0	0	0	0	0
		Randall Ottesen	0	0	2	0	2
			0	0	0	0	0
		Assigned to Individual Total	0	0	4	0	4
			0	0	0	0	0
	Application Support - Data Warehouse	Clay Peacock	0	0	2	0	2
			0	0	0	0	0
		Drew Maxfield	0	0	1	0	1
			0	0	0	0	0
	Application Support - Data Warehouse	Shana Woodall	0	0	1	0	1
			0	0	0	0	0
		Assigned to Individual Total	0	0	4	0	4
			0	0	0	0	0
	Application Support - EFIND	Anhkim Le	0	0	4	0	4
			0	0	1	0	1
	Application Support - EFIND	Assigned to Individual Total	0	0	4	0	4
			0	0	1	0	1
	Application Support - EREP Data Processing	Brett Palmer	0	0	2	0	2
			0	0	0	0	0
	Application Support - EREP Data Processing	David Moffitt	0	0	1	0	1
			0	0	0	0	0

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			Critical	High	Low	Medium	FCR Total
Workforce Services	Application Support - EREP Data Processing	Assigned to Individual Total	0	0	3	0	3
			0	0	0	0	0
	Application Support - EREP Systems	Brett Palmer	0	0	4	0	4
			0	0	0	0	0
		David Moffitt	0	0	1	0	1
			0	0	0	0	0
		Assigned to Individual Total	0	0	5	0	5
			0	0	0	0	0
	Application Support - MyCase	Ilya Oyzerskiy	0	0	3	0	3
			0	0	0	0	0
		Assigned to Individual Total	0	0	3	0	3
			0	0	0	0	0
	Application Support - Single Signon	Justin Miller	0	0	1	0	1
			0	0	0	0	0
		Assigned to Individual Total	0	0	1	0	1
			0	0	0	0	0
	Application Support - Thin Client	James Kammeyer	0	0	1	0	1
			0	0	0	0	0
		Assigned to Individual Total	0	0	1	0	1
			0	0	0	0	0
	Application Support - UWORKS	Eric Strong	0	1	21	0	22
			0	0	0	0	0
		Jeff Pryor	0	0	16	0	16
			0	0	1	0	1
		None	0	0	9	0	9
			0	0	0	0	0
		Shane Otvos	0	3	122	0	125
			0	0	4	0	4

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			Critical	High	Low	Medium	FCR Total
Workforce Services	Application Support - UWORKS	Assigned to Individual Total	0	4	168	0	172
			0	0	5	0	5
	Application Support - Web Dev	Chad Thompson	0	0	9	0	9
			0	0	1	0	1
		Justin Miller	0	0	8	0	8
			0	0	0	0	0
		Luke Arabasz	0	0	1	0	1
			0	0	0	0	0
		Sudha Rajamani	0	0	1	0	1
			0	0	0	0	0
		Assigned to Individual Total	0	0	19	0	19
			0	0	1	0	1
	Campus Networking	David Sedei	0	0	1	0	1
			0	0	0	0	0
		Assigned to Individual Total	0	0	1	0	1
			0	0	0	0	0
	DWS Desktop Services	None	0	0	1	0	1
			0	0	0	0	0
		Assigned to Individual Total	0	0	1	0	1
			0	0	0	0	0
	Enterprise Security	Bart Grant	0	0	1	0	1
			0	0	0	0	0
		Assigned to Individual Total	0	0	1	0	1
			0	0	0	0	0
	Help Desk	Brenda Treadway	0	0	21	0	21
			0	0	14	0	14
		Eileen Dubach	0	0	9	0	9
			0	0	9	0	9

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			Critical	High	Low	Medium	FCR Total
Workforce Services	Help Desk	James Stearns	0	0	9	0	9
			0	0	9	0	9
		Julie VanBeekum	0	0	12	0	12
			0	0	12	0	12
		None	0	0	1	0	1
			0	0	0	0	0
		Sarah Johnson	0	0	1	0	1
			0	0	0	0	0
		Vicky Marrelli	0	0	17	0	17
			0	0	17	0	17
		Assigned to Individual Total	0	0	70	0	70
			0	0	61	0	61
	Internal Application Development and Support	John Bracken	0	0	1	0	1
			0	0	0	0	0
		Assigned to Individual Total	0	0	1	0	1
			0	0	0	0	0
	Metro A Desktop Support	Adam Staks	0	0	32	0	32
			0	0	1	0	1
		Burton Brown	0	0	4	0	4
			0	0	0	0	0
		Diane Pfeifer	0	0	1	0	1
			0	0	0	0	0
		Eric Sedgwick	0	0	20	0	20
			0	0	2	0	2
		James Kammeyer	0	0	2	0	2
			0	0	0	0	0
		Kraig Ellis	0	0	42	0	42
			0	0	3	0	3

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			Critical	High	Low	Medium	FCR Total
Workforce Services	Metro A Desktop Support	Michael Barth	0 0	0 0	34 2	0 0	34 2
		Mike Beynon	0 0	0 0	33 15	0 0	33 15
		Robert Wall	0 0	0 0	11 3	0 0	11 3
		Rodney Austin	0 0	0 0	7 3	0 0	7 3
		Tracy VanderVaart	0 0	0 0	42 4	0 0	42 4
		Assigned to Individual Total	0 0	0 0	228 33	0 0	228 33
	Metro A Help Desk	Ed Conrad	0 0	0 0	221 170	0 0	221 170
		Edward Fortner	0 0	0 0	127 92	0 0	127 92
		Liz Evans	0 0	0 0	268 201	1 0	269 201
		None	0 0	0 0	2 0	0 0	2 0
		Assigned to Individual Total	0 0	0 0	618 463	1 0	619 463
	Metro A Hosting	Chris Kunde	0 0	0 0	2 0	0 0	2 0
		Keith Scholl	0 0	0 0	4 0	2 0	6 0
		Thomas P Jones	0 0	0 0	1 0	0 0	1 0

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			Critical	High	Low	Medium	FCR Total
Workforce Services	Metro A Hosting	Tom Carney	0	0	7	0	7
			0	0	0	0	0
		Assigned to Individual Total	0	0	14	2	16
			0	0	0	0	0
	Metro B Desktop Support	Anthony Booyse	0	0	9	0	9
			0	0	0	0	0
		Jay Locker	0	0	7	0	7
			0	0	0	0	0
		Mike Wilde	0	0	9	0	9
			0	0	1	0	1
		Peter Musser	0	0	5	0	5
			0	0	1	0	1
		Stephanie Young	0	0	1	0	1
			0	0	0	0	0
		Assigned to Individual Total	0	0	31	0	31
			0	0	2	0	2
	Metro B Help Desk	Gary Graham	0	0	2	0	2
			0	0	2	0	2
		Tyler Pearce	0	0	3	0	3
			0	0	2	0	2
	Metro C Help Desk	Val Shepherd	0	0	2	0	2
			0	0	2	0	2
		Assigned to Individual Total	0	0	7	0	7
			0	0	6	0	6
	Metro C Help Desk	Reed Stohel	0	0	1	0	1
			0	0	1	0	1
		Ross Owen	0	0	2	0	2
			0	0	2	0	2

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			Critical	High	Low	Medium	FCR Total
Workforce Services	Metro C Help Desk	Assigned to Individual Total	0	0	3	0	3
			0	0	3	0	3
	Metro D Help Desk	John Robinson	0	0	1	0	1
			0	0	1	0	1
		Assigned to Individual Total	0	0	1	0	1
			0	0	1	0	1
	Network Operations	Brian Chatwin	0	0	1	0	1
			0	0	0	0	0
		Cory Greenwell	0	0	1	0	1
			0	0	0	0	0
		Dave Bodily	0	0	6	0	6
			0	0	1	0	1
		Jared Elzinga	0	0	3	0	3
			0	0	1	0	1
		Jeff Reed	0	0	3	0	3
			0	0	2	0	2
		Kelli Okumura	0	0	1	0	1
			0	0	0	0	0
		Michael Ostrander	0	0	7	1	8
			0	0	0	0	0
		Assigned to Individual Total	0	0	22	1	23
			0	0	4	0	4
	Operations Production Control	Cal Brinton	0	0	41	0	41
			0	0	33	0	33
		Christie Burnham	0	0	156	0	156
			0	0	151	0	151
		Duane Hardy	0	0	42	0	42
			0	0	32	0	32

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			Critical	High	Low	Medium	FCR Total
Workforce Services	Operations Production Control	Assigned to Individual Total	0	0	239	0	239
			0	0	216	0	216
	Rural Central Desktop Support	Jay Barfuss	0	0	2	0	2
			0	0	2	0	2
		Jeremy Standifird	0	0	23	0	23
			0	0	4	0	4
		Jessica Purcell	0	0	16	0	16
			0	0	15	0	15
		Paul Petersen	0	0	6	0	6
			0	0	1	0	1
		Rod Montoya	0	0	51	0	51
			0	0	49	0	49
		Ron LeBaron	0	0	8	0	8
			0	0	3	0	3
		Todd Hardy	0	0	4	0	4
			0	0	4	0	4
		Troy Morris	0	0	1	0	1
			0	0	0	0	0
		Assigned to Individual Total	0	0	111	0	111
			0	0	78	0	78
	Rural North Desktop Support	Dane Smith	0	0	19	0	19
			0	0	0	0	0
		Don Higgs	0	0	6	0	6
			0	0	6	0	6
		Kim Ratushniak	1	0	15	0	16
			0	0	13	0	13
		Neil Smedley	0	0	16	0	16
			0	0	7	0	7

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			Critical	High	Low	Medium	FCR Total
Workforce Services	Rural North Desktop Support	Rodney Peterson	0	0	5	0	5
			0	0	2	0	2
		Ruston McKay	0	0	32	0	32
			0	0	32	0	32
		Ryan Casey	0	0	4	0	4
			0	0	2	0	2
		Wayne Higgs	0	0	7	0	7
			0	0	0	0	0
		Assigned to Individual Total	1	0	104	0	105
			0	0	62	0	62
	Rural South Desktop Support	Cole Gifford	0	0	1	0	1
			0	0	0	0	0
		Doug Chaston	0	0	14	0	14
			0	0	13	0	13
		Doug Thornton	0	0	5	0	5
			0	0	1	0	1
		Joel Finlinson	0	0	6	0	6
			0	0	5	0	5
		Lance Nay	0	0	19	0	19
			0	0	16	0	16
		Lane Adams	0	0	6	0	6
			0	0	0	0	0
		Meladye Shively	0	0	5	0	5
			0	0	0	0	0
		Ryan Bennett	0	0	4	0	4
			0	0	1	0	1
		Scott Jesienouski	0	0	9	0	9
			0	0	3	0	3

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			Critical	High	Low	Medium	FCR Total
Workforce Services	Rural South Desktop Support	Assigned to Individual Total	0	0	69	0	69
			0	0	39	0	39
	Strategic Communications	Dennis Rogers	0	0	1	0	1
			0	0	0	0	0
		Assigned to Individual Total	0	0	1	0	1
			0	0	0	0	0
	Technical Application Help Desk	David Moffitt	0	0	2	0	2
			0	0	0	0	0
		Debbie Campbell	0	0	1	0	1
			0	0	0	0	0
		Heather Loertscher	0	0	1	0	1
			0	0	0	0	0
		Jeff Dart	0	0	4	0	4
			0	0	0	0	0
		Kristie Mikstas	0	0	1	0	1
			0	0	1	0	1
		None	0	0	8	0	8
			0	0	0	0	0
		Victoria Brush	0	0	3	0	3
			0	0	0	0	0
		Assigned to Individual Total	0	0	20	0	20
			0	0	1	0	1
	Technical Lead/Project Manager	Martin Gonzalez	0	0	1	0	1
			0	0	1	0	1
		Assigned to Individual Total	0	0	1	0	1
			0	0	1	0	1
	Voice Engineering	Julie Johnson	0	0	2	0	2
			0	0	0	0	0

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			Critical	High	Low	Medium	FCR Total
Workforce Services	Voice Engineering	Assigned to Individual Total	0 0	0 0	2 0	0 0	2 0
	Voice Operations	Gail Christiansen	0 0	0 0	9 0	2 0	11 0
		Julie Sabato	0 0	0 0	5 0	0 0	5 0
		Kelly Johnson	0 0	0 0	2 0	0 0	2 0
		Leon Owen	0 0	1 0	4 0	0 0	5 0
		Romanza Hamblin Sorensen	0 0	1 0	19 11	0 0	20 11
		Assigned to Individual Total	0 0	2 0	39 11	2 0	43 11
	Voice/Data/WAN Services	Art Scott	0 0	0 0	2 0	0 0	2 0
		Greg Blessing	0 0	0 0	2 0	0 0	2 0
		Mark Thomas	0 0	0 0	1 0	0 0	1 0
		Mitch Hood	0 0	0 0	1 0	0 0	1 0
		Spencer Blodgett	0 0	0 0	2 0	0 0	2 0
		T Artis	0 0	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	0 0	9 0	0 0	9 0

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		Critical	High	Low	Medium	FCR Total
Workforce Services	Assigned Group Total	1 0	7 0	1,841 999	7 0	1,856 999
Customer Company Total		1 0	7 0	1,841 999	7 0	1,856 999

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Workforce Services

Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .

Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and

Critical within 30 clock minutes.

Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents				
			Bottom Number - Missed Initial Response				
			Critical	High	Low	Medium	MIR Total
Workforce Services	Application Services	Bart Purser	0 0	1 0	5 1	0 0	6 1
		Dustin Crump	0 0	0 0	5 0	0 0	5 0
		Ken Ainge	0 0	0 0	3 0	0 0	3 0
		Martin Gonzalez	0 0	0 0	8 0	0 0	8 0
		Paul Lundell	0 0	0 0	3 1	0 0	3 1
		Terry Forsgren	0 0	0 0	2 0	1 1	3 1
		Tony Larsen	0 0	0 0	2 0	0 0	2 0
		Assigned to Individual Total	0 0	1 0	28 2	1 1	30 3
	Application Support - APEX	Chad Thompson	0 0	0 0	1 0	0 0	1 0
		Dave Clark	0 0	0 0	4 0	0 0	4 0
		Assigned to Individual Total	0 0	0 0	5 0	0 0	5 0

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			Critical	High	Low	Medium	MIR Total
Workforce Services	Application Support - CATS IV	Dawn Harris	0	0	2	0	2
			0	0	1	0	1
		Janice Folsom	0	0	1	0	1
			0	0	0	0	0
		Assigned to Individual Total	0	0	3	0	3
			0	0	1	0	1
	Application Support - Content Manager	Nate Olson	0	0	2	0	2
			0	0	0	0	0
		Randall Ottesen	0	0	2	0	2
			0	0	0	0	0
		Assigned to Individual Total	0	0	4	0	4
			0	0	0	0	0
	Application Support - Data Warehouse	Clay Peacock	0	0	2	0	2
			0	0	1	0	1
		Drew Maxfield	0	0	1	0	1
			0	0	1	0	1
	Application Support - Data Warehouse	Shana Woodall	0	0	1	0	1
			0	0	0	0	0
		Assigned to Individual Total	0	0	4	0	4
			0	0	2	0	2
	Application Support - EFIND	Anhkim Le	0	0	4	0	4
			0	0	1	0	1
	Application Support - EREP Data Processing	Assigned to Individual Total	0	0	4	0	4
			0	0	1	0	1
	Application Support - EREP Data Processing	Brett Palmer	0	0	2	0	2
			0	0	1	0	1
	Application Support - EREP Data Processing	David Moffitt	0	0	1	0	1
			0	0	0	0	0

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			Critical	High	Low	Medium	MIR Total
Workforce Services	Application Support - EREP Data Processing	Assigned to Individual Total	0	0	3	0	3
			0	0	1	0	1
	Application Support - EREP Systems	Brett Palmer	0	0	4	0	4
			0	0	4	0	4
		David Moffitt	0	0	1	0	1
			0	0	1	0	1
		Assigned to Individual Total	0	0	5	0	5
			0	0	5	0	5
	Application Support - MyCase	Ilya Oyzerskiy	0	0	3	0	3
			0	0	0	0	0
		Assigned to Individual Total	0	0	3	0	3
			0	0	0	0	0
	Application Support - Single Signon	Justin Miller	0	0	1	0	1
			0	0	1	0	1
		Assigned to Individual Total	0	0	1	0	1
			0	0	1	0	1
	Application Support - Thin Client	James Kammeyer	0	0	1	0	1
			0	0	0	0	0
		Assigned to Individual Total	0	0	1	0	1
			0	0	0	0	0
	Application Support - UWORKS	Eric Strong	0	1	21	0	22
			0	0	11	0	11
		Jeff Pryor	0	0	16	0	16
			0	0	2	0	2
		None	0	0	9	0	9
			0	0	0	0	0
		Shane Otvos	0	3	122	0	125
			0	1	31	0	32

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			Critical	High	Low	Medium	MIR Total
Workforce Services	Application Support - UWORKS	Assigned to Individual Total	0	4	168	0	172
			0	1	44	0	45
	Application Support - Web Dev	Chad Thompson	0	0	9	0	9
			0	0	1	0	1
		Justin Miller	0	0	8	0	8
			0	0	1	0	1
		Luke Arabasz	0	0	1	0	1
			0	0	0	0	0
		Sudha Rajamani	0	0	1	0	1
			0	0	0	0	0
		Assigned to Individual Total	0	0	19	0	19
			0	0	2	0	2
	Campus Networking	David Sedei	0	0	1	0	1
			0	0	0	0	0
		Assigned to Individual Total	0	0	1	0	1
			0	0	0	0	0
	DWS Desktop Services	None	0	0	1	0	1
			0	0	0	0	0
		Assigned to Individual Total	0	0	1	0	1
			0	0	0	0	0
	Enterprise Security	Bart Grant	0	0	1	0	1
			0	0	0	0	0
		Assigned to Individual Total	0	0	1	0	1
			0	0	0	0	0
	Help Desk	Brenda Treadway	0	0	21	0	21
			0	0	0	0	0
		Eileen Dubach	0	0	9	0	9
			0	0	0	0	0

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			Critical	High	Low	Medium	MIR Total
Workforce Services	Help Desk	James Stearns	0 0	0 0	9 0	0 0	9 0
		Julie VanBeekum	0 0	0 0	12 1	0 0	12 1
		None	0 0	0 0	1 0	0 0	1 0
		Sarah Johnson	0 0	0 0	1 0	0 0	1 0
		Vicky Marrelli	0 0	0 0	17 0	0 0	17 0
		Assigned to Individual Total	0 0	0 0	70 1	0 0	70 1
	Internal Application Development and Support	John Bracken	0 0	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	0 0	1 0	0 0	1 0
	Metro A Desktop Support	Adam Staks	0 0	0 0	32 0	0 0	32 0
		Burton Brown	0 0	0 0	4 0	0 0	4 0
		Diane Pfeifer	0 0	0 0	1 0	0 0	1 0
		Eric Sedgwick	0 0	0 0	20 0	0 0	20 0
		James Kammeyer	0 0	0 0	2 0	0 0	2 0
		Kraig Ellis	0 0	0 0	42 1	0 0	42 1

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			Critical	High	Low	Medium	MIR Total
Workforce Services	Metro A Desktop Support	Michael Barth	0 0	0 0	34 0	0 0	34 0
		Mike Beynon	0 0	0 0	33 0	0 0	33 0
		Robert Wall	0 0	0 0	11 1	0 0	11 1
		Rodney Austin	0 0	0 0	7 0	0 0	7 0
		Tracy VanderVaart	0 0	0 0	42 1	0 0	42 1
		Assigned to Individual Total	0 0	0 0	228 3	0 0	228 3
	Metro A Help Desk	Ed Conrad	0 0	0 0	221 0	0 0	221 0
		Edward Fortner	0 0	0 0	127 0	0 0	127 0
		Liz Evans	0 0	0 0	268 0	1 0	269 0
		None	0 0	0 0	2 0	0 0	2 0
		Assigned to Individual Total	0 0	0 0	618 0	1 0	619 0
	Metro A Hosting	Chris Kunde	0 0	0 0	2 0	0 0	2 0
		Keith Scholl	0 0	0 0	4 1	2 0	6 1
		Thomas P Jones	0 0	0 0	1 0	0 0	1 0

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Workforce Services

			Critical	High	Low	Medium	MIR Total
Workforce Services	Metro A Hosting	Tom Carney	0 0	0 0	7 0	0 0	7 0
		Assigned to Individual Total	0 0	0 0	14 1	2 0	16 1
	Metro B Desktop Support	Anthony Booyse	0 0	0 0	9 0	0 0	9 0
		Jay Locker	0 0	0 0	7 0	0 0	7 0
		Mike Wilde	0 0	0 0	9 0	0 0	9 0
		Peter Musser	0 0	0 0	5 0	0 0	5 0
		Stephanie Young	0 0	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	0 0	31 0	0 0	31 0
	Metro B Help Desk	Gary Graham	0 0	0 0	2 0	0 0	2 0
		Tyler Pearce	0 0	0 0	3 0	0 0	3 0
		Val Shepherd	0 0	0 0	2 0	0 0	2 0
		Assigned to Individual Total	0 0	0 0	7 0	0 0	7 0
	Metro C Help Desk	Reed Stohel	0 0	0 0	1 0	0 0	1 0
		Ross Owen	0 0	0 0	2 0	0 0	2 0

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Workforce Services

			Critical	High	Low	Medium	MIR Total
Workforce Services	Metro C Help Desk	Assigned to Individual Total	0	0	3	0	3
			0	0	0	0	0
	Metro D Help Desk	John Robinson	0	0	1	0	1
			0	0	0	0	0
		Assigned to Individual Total	0	0	1	0	1
			0	0	0	0	0
	Network Operations	Brian Chatwin	0	0	1	0	1
			0	0	0	0	0
		Cory Greenwell	0	0	1	0	1
			0	0	0	0	0
		Dave Bodily	0	0	6	0	6
			0	0	0	0	0
		Jared Elzinga	0	0	3	0	3
			0	0	0	0	0
		Jeff Reed	0	0	3	0	3
			0	0	0	0	0
		Kelli Okumura	0	0	1	0	1
			0	0	0	0	0
		Michael Ostrander	0	0	7	1	8
			0	0	0	0	0
		Assigned to Individual Total	0	0	22	1	23
			0	0	0	0	0
	Operations Production Control	Cal Brinton	0	0	41	0	41
			0	0	0	0	0
		Christie Burnham	0	0	156	0	156
			0	0	0	0	0
		Duane Hardy	0	0	42	0	42
			0	0	0	0	0

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Workforce Services

			Critical	High	Low	Medium	MIR Total
Workforce Services	Operations Production Control	Assigned to Individual Total	0	0	239	0	239
			0	0	0	0	0
	Rural Central Desktop Support	Jay Barfuss	0	0	2	0	2
			0	0	0	0	0
		Jeremy Standifird	0	0	23	0	23
			0	0	0	0	0
		Jessica Purcell	0	0	16	0	16
			0	0	0	0	0
		Paul Petersen	0	0	6	0	6
			0	0	1	0	1
		Rod Montoya	0	0	51	0	51
			0	0	0	0	0
		Ron LeBaron	0	0	8	0	8
			0	0	1	0	1
		Todd Hardy	0	0	4	0	4
			0	0	0	0	0
		Troy Morris	0	0	1	0	1
			0	0	0	0	0
		Assigned to Individual Total	0	0	111	0	111
			0	0	2	0	2
	Rural North Desktop Support	Dane Smith	0	0	19	0	19
			0	0	0	0	0
		Don Higgs	0	0	6	0	6
			0	0	1	0	1
		Kim Ratushniak	1	0	15	0	16
			1	0	0	0	1
		Neil Smedley	0	0	16	0	16
			0	0	2	0	2

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Workforce Services

			Critical	High	Low	Medium	MIR Total
Workforce Services	Rural North Desktop Support	Rodney Peterson	0 0	0 0	5 1	0 0	5 1
		Ruston McKay	0 0	0 0	32 0	0 0	32 0
		Ryan Casey	0 0	0 0	4 0	0 0	4 0
		Wayne Higgs	0 0	0 0	7 1	0 0	7 1
		Assigned to Individual Total	1 1	0 0	104 5	0 0	105 6
	Rural South Desktop Support	Cole Gifford	0 0	0 0	1 0	0 0	1 0
		Doug Chaston	0 0	0 0	14 0	0 0	14 0
		Doug Thornton	0 0	0 0	5 0	0 0	5 0
		Joel Finlinson	0 0	0 0	6 0	0 0	6 0
		Lance Nay	0 0	0 0	19 0	0 0	19 0
		Lane Adams	0 0	0 0	6 0	0 0	6 0
		Meladye Shively	0 0	0 0	5 1	0 0	5 1
		Ryan Bennett	0 0	0 0	4 0	0 0	4 0
		Scott Jesienouski	0 0	0 0	9 0	0 0	9 0

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Workforce Services

			Critical	High	Low	Medium	MIR Total
Workforce Services	Rural South Desktop Support	Assigned to Individual Total	0 0	0 0	69 1	0 0	69 1
	Strategic Communications	Dennis Rogers	0 0	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	0 0	1 0	0 0	1 0
	Technical Application Help Desk	David Moffitt	0 0	0 0	2 1	0 0	2 1
		Debbie Campbell	0 0	0 0	1 0	0 0	1 0
		Heather Loertscher	0 0	0 0	1 0	0 0	1 0
		Jeff Dart	0 0	0 0	4 0	0 0	4 0
		Kristie Mikstas	0 0	0 0	1 0	0 0	1 0
		None	0 0	0 0	8 0	0 0	8 0
		Victoria Brush	0 0	0 0	3 0	0 0	3 0
		Assigned to Individual Total	0 0	0 0	20 1	0 0	20 1
	Technical Lead/Project Manager	Martin Gonzalez	0 0	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	0 0	1 0	0 0	1 0
	Voice Engineering	Julie Johnson	0 0	0 0	2 1	0 0	2 1

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Workforce Services

			Critical	High	Low	Medium	MIR Total
Workforce Services	Voice Engineering	Assigned to Individual Total	0	0	2	0	2
			0	0	1	0	1
	Voice Operations	Gail Christiansen	0	0	9	2	11
			0	0	0	0	0
		Julie Sabato	0	0	5	0	5
			0	0	0	0	0
		Kelly Johnson	0	0	2	0	2
			0	0	0	0	0
		Leon Owen	0	1	4	0	5
			0	0	0	0	0
		Romanza Hamblin Sorensen	0	1	19	0	20
			0	0	0	0	0
		Assigned to Individual Total	0	2	39	2	43
			0	0	0	0	0
	Voice/Data/WAN Services	Art Scott	0	0	2	0	2
			0	0	0	0	0
		Greg Blessing	0	0	2	0	2
			0	0	0	0	0
		Mark Thomas	0	0	1	0	1
			0	0	0	0	0
		Mitch Hood	0	0	1	0	1
			0	0	0	0	0
		Spencer Blodgett	0	0	2	0	2
			0	0	0	0	0
		T Artis	0	0	1	0	1
			0	0	1	0	1
		Assigned to Individual Total	0	0	9	0	9
			0	0	1	0	1

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Workforce Services

		Critical	High	Low	Medium	MIR Total
Workforce Services	Assigned Group Total	1	7	1,841	7	1,856
		1	1	75	1	78
Customer Company Total		1	7	1,841	7	1,856
		1	1	75	1	78

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Workforce Services

Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards .

Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and

Critical within 30 clock hour minutes.

Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number -Average time in hours				ATTIR Total
			Critical	High	Low	Medium	
Workforce Services	Application Services	Bart Purser	0 0.00	1 0.83	5 0.70	0 0.00	6 0.72
		Dustin Crump	0 0.00	0 0.00	5 0.50	0 0.00	5 0.50
		Ken Ainge	0 0.00	0 0.00	3 0.00	0 0.00	3 0.00
		Martin Gonzalez	0 0.00	0 0.00	8 0.19	0 0.00	8 0.19
		Paul Lundell	0 0.00	0 0.00	3 1.40	0 0.00	3 1.40
		Terry Forsgren	0 0.00	0 0.00	2 0.00	1 2.16	3 0.72
		Tony Larsen	0 0.00	0 0.00	2 0.00	0 0.00	2 0.00
		Assigned to Individual Total	0 0.00	1 0.83	28 0.42	1 2.16	30 0.49
	Application Support - APEX	Chad Thompson	0 0.00	0 0.00	1 0.00	0 0.00	1 0.00
		Dave Clark	0 0.00	0 0.00	4 0.54	0 0.00	4 0.54
		Assigned to Individual Total	0 0.00	0 0.00	5 0.43	0 0.00	5 0.43

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Workforce Services

			Critical	High	Low	Medium	ATTIR Total
Workforce Services	Application Support - CATS IV	Dawn Harris	0 0.00	0 0.00	2 0.71	0 0.00	2 0.71
		Janice Folsom	0 0.00	0 0.00	1 0.71	0 0.00	1 0.71
		Assigned to Individual Total	0 0.00	0 0.00	3 0.71	0 0.00	3 0.71
	Application Support - Content Manager	Nate Olson	0 0.00	0 0.00	2 0.12	0 0.00	2 0.12
		Randall Ottesen	0 0.00	0 0.00	2 0.40	0 0.00	2 0.40
		Assigned to Individual Total	0 0.00	0 0.00	4 0.26	0 0.00	4 0.26
	Application Support - Data Warehouse	Clay Peacock	0 0.00	0 0.00	2 0.59	0 0.00	2 0.59
		Drew Maxfield	0 0.00	0 0.00	1 1.06	0 0.00	1 1.06
		Shana Woodall	0 0.00	0 0.00	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	0 0.00	0 0.00	4 0.56	0 0.00	4 0.56
	Application Support - EFIND	Anhkim Le	0 0.00	0 0.00	4 0.68	0 0.00	4 0.68
		Assigned to Individual Total	0 0.00	0 0.00	4 0.68	0 0.00	4 0.68
	Application Support - EREP Data Processing	Brett Palmer	0 0.00	0 0.00	2 2.07	0 0.00	2 2.07
		David Moffitt	0 0.00	0 0.00	1 0.37	0 0.00	1 0.37

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Workforce Services

			Critical	High	Low	Medium	ATTIR Total
Workforce Services	Application Support - EREP Data Processing	Assigned to Individual Total	0 0.00	0 0.00	3 1.50	0 0.00	3 1.50
	Application Support - EREP Systems	Brett Palmer	0 0.00	0 0.00	4 8.32	0 0.00	4 8.32
		David Moffitt	0 0.00	0 0.00	1 1.28	0 0.00	1 1.28
		Assigned to Individual Total	0 0.00	0 0.00	5 6.91	0 0.00	5 6.91
	Application Support - MyCase	Ilya Oyzerskiy	0 0.00	0 0.00	3 0.09	0 0.00	3 0.09
		Assigned to Individual Total	0 0.00	0 0.00	3 0.09	0 0.00	3 0.09
	Application Support - Single Signon	Justin Miller	0 0.00	0 0.00	1 1.14	0 0.00	1 1.14
		Assigned to Individual Total	0 0.00	0 0.00	1 1.14	0 0.00	1 1.14
	Application Support - Thin Client	James Kammeyer	0 0.00	0 0.00	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	0 0.00	0 0.00	1 0.00	0 0.00	1 0.00
	Application Support - UWORKS	Eric Strong	0 0.00	1 0.00	21 1.59	0 0.00	22 1.51
		Jeff Pryor	0 0.00	0 0.00	16 0.73	0 0.00	16 0.73
		None	0 0.00	0 0.00	9 0.03	0 0.00	9 0.03
		Shane Otvos	0 0.00	3 1.57	122 0.63	0 0.00	125 0.65

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Workforce Services

			Critical	High	Low	Medium	ATTIR Total
Workforce Services	Application Support - UWORKS	Assigned to Individual Total	0 0.00	4 1.18	168 0.72	0 0.00	172 0.73
	Application Support - Web Dev	Chad Thompson	0 0.00	0 0.00	9 0.95	0 0.00	9 0.95
		Justin Miller	0 0.00	0 0.00	8 0.64	0 0.00	8 0.64
		Luke Arabasz	0 0.00	0 0.00	1 0.60	0 0.00	1 0.60
		Sudha Rajamani	0 0.00	0 0.00	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	0 0.00	0 0.00	19 0.75	0 0.00	19 0.75
	Campus Networking	David Sedei	0 0.00	0 0.00	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	0 0.00	0 0.00	1 0.00	0 0.00	1 0.00
	DWS Desktop Services	None	0 0.00	0 0.00	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	0 0.00	0 0.00	1 0.00	0 0.00	1 0.00
	Enterprise Security	Bart Grant	0 0.00	0 0.00	1 1.00	0 0.00	1 1.00
		Assigned to Individual Total	0 0.00	0 0.00	1 1.00	0 0.00	1 1.00
	Help Desk	Brenda Treadway	0 0.00	0 0.00	21 0.00	0 0.00	21 0.00
		Eileen Dubach	0 0.00	0 0.00	9 0.01	0 0.00	9 0.01

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Workforce Services

			Critical	High	Low	Medium	ATTIR Total
Workforce Services	Help Desk	James Stearns	0 0.00	0 0.00	9 0.05	0 0.00	9 0.05
		Julie VanBeekum	0 0.00	0 0.00	12 0.17	0 0.00	12 0.17
		None	0 0.00	0 0.00	1 0.00	0 0.00	1 0.00
		Sarah Johnson	0 0.00	0 0.00	1 0.24	0 0.00	1 0.24
		Vicky Marrelli	0 0.00	0 0.00	17 0.00	0 0.00	17 0.00
		Assigned to Individual Total	0 0.00	0 0.00	70 0.04	0 0.00	70 0.04
	Internal Application Development and Support	John Bracken	0 0.00	0 0.00	1 0.16	0 0.00	1 0.16
		Assigned to Individual Total	0 0.00	0 0.00	1 0.16	0 0.00	1 0.16
	Metro A Desktop Support	Adam Staks	0 0.00	0 0.00	32 0.08	0 0.00	32 0.08
		Burton Brown	0 0.00	0 0.00	4 0.11	0 0.00	4 0.11
		Diane Pfeifer	0 0.00	0 0.00	1 0.08	0 0.00	1 0.08
		Eric Sedgwick	0 0.00	0 0.00	20 0.13	0 0.00	20 0.13
		James Kammeyer	0 0.00	0 0.00	2 0.00	0 0.00	2 0.00
		Kraig Ellis	0 0.00	0 0.00	42 0.44	0 0.00	42 0.44

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Workforce Services

			Critical	High	Low	Medium	ATTIR Total
Workforce Services	Metro A Desktop Support	Michael Barth	0 0.00	0 0.00	34 0.05	0 0.00	34 0.05
		Mike Beynon	0 0.00	0 0.00	33 0.05	0 0.00	33 0.05
		Robert Wall	0 0.00	0 0.00	11 1.51	0 0.00	11 1.51
		Rodney Austin	0 0.00	0 0.00	7 0.11	0 0.00	7 0.11
		Tracy VanderVaart	0 0.00	0 0.00	42 0.09	0 0.00	42 0.09
		Assigned to Individual Total	0 0.00	0 0.00	228 0.21	0 0.00	228 0.21
	Metro A Help Desk	Ed Conrad	0 0.00	0 0.00	221 0.02	0 0.00	221 0.02
		Edward Fortner	0 0.00	0 0.00	127 0.01	0 0.00	127 0.01
		Liz Evans	0 0.00	0 0.00	268 0.01	1 0.00	269 0.01
		None	0 0.00	0 0.00	2 0.00	0 0.00	2 0.00
		Assigned to Individual Total	0 0.00	0 0.00	618 0.01	1 0.00	619 0.01
	Metro A Hosting	Chris Kunde	0 0.00	0 0.00	2 0.00	0 0.00	2 0.00
		Keith Scholl	0 0.00	0 0.00	4 0.59	2 0.06	6 0.42
		Thomas P Jones	0 0.00	0 0.00	1 0.00	0 0.00	1 0.00

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Workforce Services

			Critical	High	Low	Medium	ATTIR Total
Workforce Services	Metro A Hosting	Tom Carney	0 0.00	0 0.00	7 0.27	0 0.00	7 0.27
		Assigned to Individual Total	0 0.00	0 0.00	14 0.31	2 0.06	16 0.28
	Metro B Desktop Support	Anthony Booyse	0 0.00	0 0.00	9 0.04	0 0.00	9 0.04
		Jay Locker	0 0.00	0 0.00	7 0.10	0 0.00	7 0.10
		Mike Wilde	0 0.00	0 0.00	9 0.15	0 0.00	9 0.15
		Peter Musser	0 0.00	0 0.00	5 0.00	0 0.00	5 0.00
		Stephanie Young	0 0.00	0 0.00	1 0.66	0 0.00	1 0.66
		Assigned to Individual Total	0 0.00	0 0.00	31 0.10	0 0.00	31 0.10
	Metro B Help Desk	Gary Graham	0 0.00	0 0.00	2 0.00	0 0.00	2 0.00
		Tyler Pearce	0 0.00	0 0.00	3 0.08	0 0.00	3 0.08
		Val Shepherd	0 0.00	0 0.00	2 0.00	0 0.00	2 0.00
		Assigned to Individual Total	0 0.00	0 0.00	7 0.03	0 0.00	7 0.03
	Metro C Help Desk	Reed Stohel	0 0.00	0 0.00	1 0.00	0 0.00	1 0.00
		Ross Owen	0 0.00	0 0.00	2 0.00	0 0.00	2 0.00

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Workforce Services

			Critical	High	Low	Medium	ATTIR Total
Workforce Services	Metro C Help Desk	Assigned to Individual Total	0 0.00	0 0.00	3 0.00	0 0.00	3 0.00
	Metro D Help Desk	John Robinson	0 0.00	0 0.00	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	0 0.00	0 0.00	1 0.00	0 0.00	1 0.00
	Network Operations	Brian Chatwin	0 0.00	0 0.00	1 0.00	0 0.00	1 0.00
		Cory Greenwell	0 0.00	0 0.00	1 0.48	0 0.00	1 0.48
		Dave Bodily	0 0.00	0 0.00	6 0.02	0 0.00	6 0.02
		Jared Elzinga	0 0.00	0 0.00	3 0.32	0 0.00	3 0.32
		Jeff Reed	0 0.00	0 0.00	3 0.00	0 0.00	3 0.00
		Kelli Okumura	0 0.00	0 0.00	1 0.85	0 0.00	1 0.85
		Michael Ostrander	0 0.00	0 0.00	7 0.01	1 0.18	8 0.03
		Assigned to Individual Total	0 0.00	0 0.00	22 0.11	1 0.18	23 0.11
	Operations Production Control	Cal Brinton	0 0.00	0 0.00	41 0.03	0 0.00	41 0.03
		Christie Burnham	0 0.00	0 0.00	156 0.00	0 0.00	156 0.00
		Duane Hardy	0 0.00	0 0.00	42 0.02	0 0.00	42 0.02

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Workforce Services

			Critical	High	Low	Medium	ATTIR Total
Workforce Services	Operations Production Control	Assigned to Individual Total	0 0.00	0 0.00	239 0.01	0 0.00	239 0.01
	Rural Central Desktop Support	Jay Barfuss	0 0.00	0 0.00	2 0.00	0 0.00	2 0.00
		Jeremy Standifird	0 0.00	0 0.00	23 0.08	0 0.00	23 0.08
		Jessica Purcell	0 0.00	0 0.00	16 0.00	0 0.00	16 0.00
		Paul Petersen	0 0.00	0 0.00	6 0.24	0 0.00	6 0.24
		Rod Montoya	0 0.00	0 0.00	51 0.00	0 0.00	51 0.00
		Ron LeBaron	0 0.00	0 0.00	8 0.38	0 0.00	8 0.38
		Todd Hardy	0 0.00	0 0.00	4 0.00	0 0.00	4 0.00
		Troy Morris	0 0.00	0 0.00	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	0 0.00	0 0.00	111 0.06	0 0.00	111 0.06
	Rural North Desktop Support	Dane Smith	0 0.00	0 0.00	19 0.14	0 0.00	19 0.14
		Don Higgs	0 0.00	0 0.00	6 0.36	0 0.00	6 0.36
		Kim Ratuszniak	1 1.31	0 0.00	15 0.04	0 0.00	16 0.12
		Neil Smedley	0 0.00	0 0.00	16 0.27	0 0.00	16 0.27

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Workforce Services

			Critical	High	Low	Medium	ATTIR Total
Workforce Services	Rural North Desktop Support	Rodney Peterson	0 0.00	0 0.00	5 0.35	0 0.00	5 0.35
		Ruston McKay	0 0.00	0 0.00	32 0.01	0 0.00	32 0.01
		Ryan Casey	0 0.00	0 0.00	4 0.00	0 0.00	4 0.00
		Wayne Higgs	0 0.00	0 0.00	7 0.39	0 0.00	7 0.39
		Assigned to Individual Total	1 1.31	0 0.00	104 0.14	0 0.00	105 0.15
	Rural South Desktop Support	Cole Gifford	0 0.00	0 0.00	1 0.35	0 0.00	1 0.35
		Doug Chaston	0 0.00	0 0.00	14 0.00	0 0.00	14 0.00
		Doug Thornton	0 0.00	0 0.00	5 0.10	0 0.00	5 0.10
		Joel Finlinson	0 0.00	0 0.00	6 0.11	0 0.00	6 0.11
		Lance Nay	0 0.00	0 0.00	19 0.01	0 0.00	19 0.01
		Lane Adams	0 0.00	0 0.00	6 0.17	0 0.00	6 0.17
		Meladye Shively	0 0.00	0 0.00	5 0.30	0 0.00	5 0.30
		Ryan Bennett	0 0.00	0 0.00	4 0.08	0 0.00	4 0.08
		Scott Jesienouski	0 0.00	0 0.00	9 0.12	0 0.00	9 0.12

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Workforce Services

			Critical	High	Low	Medium	ATTIR Total
Workforce Services	Rural South Desktop Support	Assigned to Individual Total	0 0.00	0 0.00	69 0.08	0 0.00	69 0.08
	Strategic Communications	Dennis Rogers	0 0.00	0 0.00	1 0.74	0 0.00	1 0.74
		Assigned to Individual Total	0 0.00	0 0.00	1 0.74	0 0.00	1 0.74
	Technical Application Help Desk	David Moffitt	0 0.00	0 0.00	2 2.70	0 0.00	2 2.70
		Debbie Campbell	0 0.00	0 0.00	1 0.00	0 0.00	1 0.00
		Heather Loertscher	0 0.00	0 0.00	1 0.44	0 0.00	1 0.44
		Jeff Dart	0 0.00	0 0.00	4 0.17	0 0.00	4 0.17
		Kristie Mikstas	0 0.00	0 0.00	1 0.10	0 0.00	1 0.10
		None	0 0.00	0 0.00	8 0.00	0 0.00	8 0.00
		Victoria Brush	0 0.00	0 0.00	3 0.21	0 0.00	3 0.21
		Assigned to Individual Total	0 0.00	0 0.00	20 0.36	0 0.00	20 0.36
	Technical Lead/Project Manager	Martin Gonzalez	0 0.00	0 0.00	1 0.28	0 0.00	1 0.28
		Assigned to Individual Total	0 0.00	0 0.00	1 0.28	0 0.00	1 0.28
	Voice Engineering	Julie Johnson	0 0.00	0 0.00	2 560.95	0 0.00	2 560.95

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Workforce Services

			Critical	High	Low	Medium	ATTIR Total
Workforce Services	Voice Engineering	Assigned to Individual Total	0 0.00	0 0.00	2 560.95	0 0.00	2 560.95
	Voice Operations	Gail Christiansen	0 0.00	0 0.00	9 0.30	2 0.07	11 0.26
		Julie Sabato	0 0.00	0 0.00	5 0.30	0 0.00	5 0.30
		Kelly Johnson	0 0.00	0 0.00	2 0.29	0 0.00	2 0.29
		Leon Owen	0 0.00	1 0.00	4 0.18	0 0.00	5 0.14
		Romanza Hamblin Sorensen	0 0.00	1 0.18	19 0.18	0 0.00	20 0.18
		Assigned to Individual Total	0 0.00	2 0.09	39 0.23	2 0.07	43 0.22
	Voice/Data/WAN Services	Art Scott	0 0.00	0 0.00	2 0.48	0 0.00	2 0.48
		Greg Blessing	0 0.00	0 0.00	2 0.34	0 0.00	2 0.34
		Mark Thomas	0 0.00	0 0.00	1 0.24	0 0.00	1 0.24
		Mitch Hood	0 0.00	0 0.00	1 0.00	0 0.00	1 0.00
		Spencer Blodgett	0 0.00	0 0.00	2 0.08	0 0.00	2 0.08
		T Artis	0 0.00	0 0.00	1 1.30	0 0.00	1 1.30
		Assigned to Individual Total	0 0.00	0 0.00	9 0.37	0 0.00	9 0.37

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Workforce Services

		Critical	High	Low	Medium	ATTIR Total
Workforce Services	Assigned Group Total	1 1.31	7 0.82	1,841 0.78	7 0.37	1,856 0.78
Customer Company Total		1 1.31	7 0.82	1,841 0.78	7 0.37	1,856 0.78

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Workforce Services

Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and

Critical within 2 clock hours.

Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents				
			Bottom Number - Missed Resolution				
			Critical	High	Low	Medium	MR Total
Workforce Services	Application Services	Bart Purser	0 0	1 0	5 2	0 0	6 2
		Dustin Crump	0 0	0 0	5 0	0 0	5 0
		Ken Ainge	0 0	0 0	3 0	0 0	3 0
		Martin Gonzalez	0 0	0 0	8 2	0 0	8 2
		Paul Lundell	0 0	0 0	3 0	0 0	3 0
		Terry Forsgren	0 0	0 0	2 0	1 0	3 0
		Tony Larsen	0 0	0 0	2 0	0 0	2 0
		Assigned to Individual Total	0 0	1 0	28 4	1 0	30 4
	Application Support - APEX	Chad Thompson	0 0	0 0	1 0	0 0	1 0
		Dave Clark	0 0	0 0	4 0	0 0	4 0
		Assigned to Individual Total	0 0	0 0	5 0	0 0	5 0

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Workforce Services

			Critical	High	Low	Medium	MR Total
Workforce Services	Application Support - CATS IV	Dawn Harris	0	0	2	0	2
			0	0	0	0	0
		Janice Folsom	0	0	1	0	1
			0	0	1	0	1
		Assigned to Individual Total	0	0	3	0	3
			0	0	1	0	1
	Application Support - Content Manager	Nate Olson	0	0	2	0	2
			0	0	0	0	0
		Randall Ottesen	0	0	2	0	2
			0	0	0	0	0
		Assigned to Individual Total	0	0	4	0	4
			0	0	0	0	0
	Application Support - Data Warehouse	Clay Peacock	0	0	2	0	2
			0	0	0	0	0
		Drew Maxfield	0	0	1	0	1
			0	0	0	0	0
	Application Support - Data Warehouse	Shana Woodall	0	0	1	0	1
			0	0	0	0	0
		Assigned to Individual Total	0	0	4	0	4
			0	0	0	0	0
	Application Support - EFIND	Anhkim Le	0	0	4	0	4
			0	0	0	0	0
	Application Support - EREP Data Processing	Assigned to Individual Total	0	0	4	0	4
			0	0	0	0	0
	Application Support - EREP Data Processing	Brett Palmer	0	0	2	0	2
			0	0	1	0	1
	Application Support - EREP Data Processing	David Moffitt	0	0	1	0	1
			0	0	0	0	0

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Workforce Services

			Critical	High	Low	Medium	MR Total
Workforce Services	Application Support - EREP Data Processing	Assigned to Individual Total	0	0	3	0	3
			0	0	1	0	1
	Application Support - EREP Systems	Brett Palmer	0	0	4	0	4
			0	0	2	0	2
		David Moffitt	0	0	1	0	1
			0	0	0	0	0
		Assigned to Individual Total	0	0	5	0	5
			0	0	2	0	2
	Application Support - MyCase	Ilya Oyzerskiy	0	0	3	0	3
			0	0	0	0	0
		Assigned to Individual Total	0	0	3	0	3
			0	0	0	0	0
	Application Support - Single Signon	Justin Miller	0	0	1	0	1
			0	0	0	0	0
		Assigned to Individual Total	0	0	1	0	1
			0	0	0	0	0
	Application Support - Thin Client	James Kammeyer	0	0	1	0	1
			0	0	0	0	0
		Assigned to Individual Total	0	0	1	0	1
			0	0	0	0	0
	Application Support - UWORKS	Eric Strong	0	1	21	0	22
			0	0	1	0	1
		Jeff Pryor	0	0	16	0	16
			0	0	1	0	1
		None	0	0	9	0	9
			0	0	0	0	0
		Shane Otvos	0	3	122	0	125
			0	0	0	0	0

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Workforce Services

			Critical	High	Low	Medium	MR Total
Workforce Services	Application Support - UWORKS	Assigned to Individual Total	0	4	168	0	172
			0	0	2	0	2
	Application Support - Web Dev	Chad Thompson	0	0	9	0	9
			0	0	0	0	0
		Justin Miller	0	0	8	0	8
			0	0	0	0	0
		Luke Arabasz	0	0	1	0	1
			0	0	0	0	0
		Sudha Rajamani	0	0	1	0	1
			0	0	0	0	0
		Assigned to Individual Total	0	0	19	0	19
			0	0	0	0	0
	Campus Networking	David Sedei	0	0	1	0	1
			0	0	0	0	0
		Assigned to Individual Total	0	0	1	0	1
			0	0	0	0	0
	DWS Desktop Services	None	0	0	1	0	1
			0	0	0	0	0
		Assigned to Individual Total	0	0	1	0	1
			0	0	0	0	0
	Enterprise Security	Bart Grant	0	0	1	0	1
			0	0	0	0	0
		Assigned to Individual Total	0	0	1	0	1
			0	0	0	0	0
	Help Desk	Brenda Treadway	0	0	21	0	21
			0	0	0	0	0
		Eileen Dubach	0	0	9	0	9
			0	0	0	0	0

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Workforce Services

			Critical	High	Low	Medium	MR Total
Workforce Services	Help Desk	James Stearns	0 0	0 0	9 0	0 0	9 0
		Julie VanBeekum	0 0	0 0	12 0	0 0	12 0
		None	0 0	0 0	1 0	0 0	1 0
		Sarah Johnson	0 0	0 0	1 0	0 0	1 0
		Vicky Marrelli	0 0	0 0	17 0	0 0	17 0
		Assigned to Individual Total	0 0	0 0	70 0	0 0	70 0
	Internal Application Development and Support	John Bracken	0 0	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	0 0	1 0	0 0	1 0
	Metro A Desktop Support	Adam Staks	0 0	0 0	32 0	0 0	32 0
		Burton Brown	0 0	0 0	4 0	0 0	4 0
		Diane Pfeifer	0 0	0 0	1 0	0 0	1 0
		Eric Sedgwick	0 0	0 0	20 0	0 0	20 0
		James Kammeyer	0 0	0 0	2 0	0 0	2 0
		Kraig Ellis	0 0	0 0	42 1	0 0	42 1

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Workforce Services

			Critical	High	Low	Medium	MR Total
Workforce Services	Metro A Desktop Support	Michael Barth	0 0	0 0	34 2	0 0	34 2
		Mike Beynon	0 0	0 0	33 0	0 0	33 0
		Robert Wall	0 0	0 0	11 3	0 0	11 3
		Rodney Austin	0 0	0 0	7 1	0 0	7 1
		Tracy VanderVaart	0 0	0 0	42 0	0 0	42 0
		Assigned to Individual Total	0 0	0 0	228 7	0 0	228 7
	Metro A Help Desk	Ed Conrad	0 0	0 0	221 0	0 0	221 0
		Edward Fortner	0 0	0 0	127 0	0 0	127 0
		Liz Evans	0 0	0 0	268 0	1 0	269 0
		None	0 0	0 0	2 0	0 0	2 0
		Assigned to Individual Total	0 0	0 0	618 0	1 0	619 0
	Metro A Hosting	Chris Kunde	0 0	0 0	2 0	0 0	2 0
		Keith Scholl	0 0	0 0	4 0	2 0	6 0
		Thomas P Jones	0 0	0 0	1 0	0 0	1 0

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Workforce Services

			Critical	High	Low	Medium	MR Total
Workforce Services	Metro A Hosting	Tom Carney	0 0	0 0	7 0	0 0	7 0
		Assigned to Individual Total	0 0	0 0	14 0	2 0	16 0
	Metro B Desktop Support	Anthony Booyse	0 0	0 0	9 0	0 0	9 0
		Jay Locker	0 0	0 0	7 0	0 0	7 0
		Mike Wilde	0 0	0 0	9 0	0 0	9 0
		Peter Musser	0 0	0 0	5 0	0 0	5 0
		Stephanie Young	0 0	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	0 0	31 0	0 0	31 0
	Metro B Help Desk	Gary Graham	0 0	0 0	2 0	0 0	2 0
		Tyler Pearce	0 0	0 0	3 0	0 0	3 0
		Val Shepherd	0 0	0 0	2 0	0 0	2 0
		Assigned to Individual Total	0 0	0 0	7 0	0 0	7 0
	Metro C Help Desk	Reed Stohel	0 0	0 0	1 0	0 0	1 0
		Ross Owen	0 0	0 0	2 0	0 0	2 0

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Workforce Services

			Critical	High	Low	Medium	MR Total
Workforce Services	Metro C Help Desk	Assigned to Individual Total	0	0	3	0	3
			0	0	0	0	0
	Metro D Help Desk	John Robinson	0	0	1	0	1
			0	0	0	0	0
		Assigned to Individual Total	0	0	1	0	1
			0	0	0	0	0
	Network Operations	Brian Chatwin	0	0	1	0	1
			0	0	0	0	0
		Cory Greenwell	0	0	1	0	1
			0	0	0	0	0
		Dave Bodily	0	0	6	0	6
			0	0	1	0	1
		Jared Elzinga	0	0	3	0	3
			0	0	1	0	1
		Jeff Reed	0	0	3	0	3
			0	0	0	0	0
	Operations Production Control	Kelli Okumura	0	0	1	0	1
			0	0	0	0	0
		Michael Ostrander	0	0	7	1	8
			0	0	0	0	0
		Assigned to Individual Total	0	0	22	1	23
			0	0	2	0	2
		Cal Brinton	0	0	41	0	41
			0	0	0	0	0
		Christie Burnham	0	0	156	0	156
			0	0	0	0	0
		Duane Hardy	0	0	42	0	42
			0	0	0	0	0

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Workforce Services

			Critical	High	Low	Medium	MR Total
Workforce Services	Operations Production Control	Assigned to Individual Total	0 0	0 0	239 0	0 0	239 0
	Rural Central Desktop Support	Jay Barfuss	0 0	0 0	2 0	0 0	2 0
		Jeremy Standifird	0 0	0 0	23 2	0 0	23 2
		Jessica Purcell	0 0	0 0	16 0	0 0	16 0
		Paul Petersen	0 0	0 0	6 0	0 0	6 0
		Rod Montoya	0 0	0 0	51 0	0 0	51 0
		Ron LeBaron	0 0	0 0	8 1	0 0	8 1
		Todd Hardy	0 0	0 0	4 0	0 0	4 0
		Troy Morris	0 0	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	0 0	111 3	0 0	111 3
	Rural North Desktop Support	Dane Smith	0 0	0 0	19 0	0 0	19 0
		Don Higgs	0 0	0 0	6 0	0 0	6 0
		Kim Ratushniak	1 0	0 0	15 0	0 0	16 0
		Neil Smedley	0 0	0 0	16 1	0 0	16 1

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Workforce Services

			Critical	High	Low	Medium	MR Total
Workforce Services	Rural North Desktop Support	Rodney Peterson	0 0	0 0	5 0	0 0	5 0
		Ruston McKay	0 0	0 0	32 0	0 0	32 0
		Ryan Casey	0 0	0 0	4 0	0 0	4 0
		Wayne Higgs	0 0	0 0	7 0	0 0	7 0
		Assigned to Individual Total	1 0	0 0	104 1	0 0	105 1
	Rural South Desktop Support	Cole Gifford	0 0	0 0	1 0	0 0	1 0
		Doug Chaston	0 0	0 0	14 0	0 0	14 0
		Doug Thornton	0 0	0 0	5 0	0 0	5 0
		Joel Finlinson	0 0	0 0	6 0	0 0	6 0
		Lance Nay	0 0	0 0	19 0	0 0	19 0
		Lane Adams	0 0	0 0	6 0	0 0	6 0
		Meladye Shively	0 0	0 0	5 0	0 0	5 0
		Ryan Bennett	0 0	0 0	4 0	0 0	4 0
		Scott Jesienouski	0 0	0 0	9 0	0 0	9 0

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Workforce Services

			Critical	High	Low	Medium	MR Total
Workforce Services	Rural South Desktop Support	Assigned to Individual Total	0 0	0 0	69 0	0 0	69 0
	Strategic Communications	Dennis Rogers	0 0	0 0	1 1	0 0	1 1
		Assigned to Individual Total	0 0	0 0	1 1	0 0	1 1
	Technical Application Help Desk	David Moffitt	0 0	0 0	2 1	0 0	2 1
		Debbie Campbell	0 0	0 0	1 0	0 0	1 0
		Heather Loertscher	0 0	0 0	1 1	0 0	1 1
		Jeff Dart	0 0	0 0	4 0	0 0	4 0
		Kristie Mikstas	0 0	0 0	1 0	0 0	1 0
		None	0 0	0 0	8 0	0 0	8 0
		Victoria Brush	0 0	0 0	3 0	0 0	3 0
		Assigned to Individual Total	0 0	0 0	20 2	0 0	20 2
	Technical Lead/Project Manager	Martin Gonzalez	0 0	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	0 0	1 0	0 0	1 0
	Voice Engineering	Julie Johnson	0 0	0 0	2 1	0 0	2 1

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Workforce Services

			Critical	High	Low	Medium	MR Total
Workforce Services	Voice Engineering	Assigned to Individual Total	0	0	2	0	2
			0	0	1	0	1
	Voice Operations	Gail Christiansen	0	0	9	2	11
			0	0	0	0	0
		Julie Sabato	0	0	5	0	5
			0	0	0	0	0
		Kelly Johnson	0	0	2	0	2
			0	0	0	0	0
		Leon Owen	0	1	4	0	5
			0	0	1	0	1
		Romanza Hamblin Sorensen	0	1	19	0	20
			0	0	1	0	1
		Assigned to Individual Total	0	2	39	2	43
			0	0	2	0	2
	Voice/Data/WAN Services	Art Scott	0	0	2	0	2
			0	0	0	0	0
		Greg Blessing	0	0	2	0	2
			0	0	0	0	0
		Mark Thomas	0	0	1	0	1
			0	0	0	0	0
		Mitch Hood	0	0	1	0	1
			0	0	0	0	0
		Spencer Blodgett	0	0	2	0	2
			0	0	0	0	0
		T Artis	0	0	1	0	1
			0	0	0	0	0
		Assigned to Individual Total	0	0	9	0	9
			0	0	0	0	0

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Workforce Services

		Critical	High	Low	Medium	MR Total
Workforce Services	Assigned Group Total	1 0	7 0	1,841 29	7 0	1,856 29
Customer Company Total		1 0	7 0	1,841 29	7 0	1,856 29

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Workforce Services

Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and

Critical within 2 clock hours.

Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Average time in hours				
			Critical	High	Low	Medium	ATTR Total
Workforce Services	Application Services	Bart Purser	0 0.00	1 0.86	5 4.28	0 0.00	6 3.71
		Dustin Crump	0 0.00	0 0.00	5 0.86	0 0.00	5 0.86
		Ken Ainge	0 0.00	0 0.00	3 2.58	0 0.00	3 2.58
		Martin Gonzalez	0 0.00	0 0.00	8 4.79	0 0.00	8 4.79
		Paul Lundell	0 0.00	0 0.00	3 2.10	0 0.00	3 2.10
		Terry Forsgren	0 0.00	0 0.00	2 2.22	1 3.36	3 2.60
		Tony Larsen	0 0.00	0 0.00	2 0.40	0 0.00	2 0.40
		Assigned to Individual Total	0 0.00	1 0.86	28 3.01	1 3.36	30 2.95
	Application Support - APEX	Chad Thompson	0 0.00	0 0.00	1 0.79	0 0.00	1 0.79
		Dave Clark	0 0.00	0 0.00	4 0.74	0 0.00	4 0.74
		Assigned to Individual Total	0 0.00	0 0.00	5 0.75	0 0.00	5 0.75

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Workforce Services

			Critical	High	Low	Medium	ATTR Total
Workforce Services	Application Support - CATS IV	Dawn Harris	0 0.00	0 0.00	2 0.88	0 0.00	2 0.88
		Janice Folsom	0 0.00	0 0.00	1 8.46	0 0.00	1 8.46
		Assigned to Individual Total	0 0.00	0 0.00	3 3.40	0 0.00	3 3.40
	Application Support - Content Manager	Nate Olson	0 0.00	0 0.00	2 0.12	0 0.00	2 0.12
		Randall Ottesen	0 0.00	0 0.00	2 0.40	0 0.00	2 0.40
		Assigned to Individual Total	0 0.00	0 0.00	4 0.26	0 0.00	4 0.26
	Application Support - Data Warehouse	Clay Peacock	0 0.00	0 0.00	2 1.67	0 0.00	2 1.67
		Drew Maxfield	0 0.00	0 0.00	1 1.06	0 0.00	1 1.06
		Shana Woodall	0 0.00	0 0.00	1 0.68	0 0.00	1 0.68
		Assigned to Individual Total	0 0.00	0 0.00	4 1.27	0 0.00	4 1.27
	Application Support - EFIND	Anhkim Le	0 0.00	0 0.00	4 0.86	0 0.00	4 0.86
		Assigned to Individual Total	0 0.00	0 0.00	4 0.86	0 0.00	4 0.86
	Application Support - EREP Data Processing	Brett Palmer	0 0.00	0 0.00	2 9.88	0 0.00	2 9.88
		David Moffitt	0 0.00	0 0.00	1 0.37	0 0.00	1 0.37

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Workforce Services

			Critical	High	Low	Medium	ATTR Total
Workforce Services	Application Support - EREP Data Processing	Assigned to Individual Total	0 0.00	0 0.00	3 6.71	0 0.00	3 6.71
	Application Support - EREP Systems	Brett Palmer	0 0.00	0 0.00	4 8.32	0 0.00	4 8.32
		David Moffitt	0 0.00	0 0.00	1 2.32	0 0.00	1 2.32
		Assigned to Individual Total	0 0.00	0 0.00	5 7.12	0 0.00	5 7.12
	Application Support - MyCase	Ilya Oyzerskiy	0 0.00	0 0.00	3 0.22	0 0.00	3 0.22
		Assigned to Individual Total	0 0.00	0 0.00	3 0.22	0 0.00	3 0.22
	Application Support - Single Signon	Justin Miller	0 0.00	0 0.00	1 1.14	0 0.00	1 1.14
		Assigned to Individual Total	0 0.00	0 0.00	1 1.14	0 0.00	1 1.14
	Application Support - Thin Client	James Kammeyer	0 0.00	0 0.00	1 0.17	0 0.00	1 0.17
		Assigned to Individual Total	0 0.00	0 0.00	1 0.17	0 0.00	1 0.17
	Application Support - UWORKS	Eric Strong	0 0.00	1 2.16	21 1.71	0 0.00	22 1.73
		Jeff Pryor	0 0.00	0 0.00	16 1.36	0 0.00	16 1.36
		None	0 0.00	0 0.00	9 0.25	0 0.00	9 0.25
		Shane Otvos	0 0.00	3 1.57	122 1.34	0 0.00	125 1.34

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Workforce Services

			Critical	High	Low	Medium	ATTR Total
Workforce Services	Application Support - UWORKS	Assigned to Individual Total	0 0.00	4 1.72	168 1.38	0 0.00	172 1.39
	Application Support - Web Dev	Chad Thompson	0 0.00	0 0.00	9 1.38	0 0.00	9 1.38
		Justin Miller	0 0.00	0 0.00	8 1.11	0 0.00	8 1.11
		Luke Arabasz	0 0.00	0 0.00	1 0.64	0 0.00	1 0.64
		Sudha Rajamani	0 0.00	0 0.00	1 1.11	0 0.00	1 1.11
		Assigned to Individual Total	0 0.00	0 0.00	19 1.21	0 0.00	19 1.21
	Campus Networking	David Sedei	0 0.00	0 0.00	1 4.35	0 0.00	1 4.35
		Assigned to Individual Total	0 0.00	0 0.00	1 4.35	0 0.00	1 4.35
	DWS Desktop Services	None	0 0.00	0 0.00	1	0 0.00	1
		Assigned to Individual Total	0 0.00	0 0.00	1	0 0.00	1
	Enterprise Security	Bart Grant	0 0.00	0 0.00	1 1.13	0 0.00	1 1.13
		Assigned to Individual Total	0 0.00	0 0.00	1 1.13	0 0.00	1 1.13
	Help Desk	Brenda Treadway	0 0.00	0 0.00	21 0.06	0 0.00	21 0.06
		Eileen Dubach	0 0.00	0 0.00	9 0.02	0 0.00	9 0.02

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Workforce Services

			Critical	High	Low	Medium	ATTR Total
Workforce Services	Help Desk	James Stearns	0 0.00	0 0.00	9 0.05	0 0.00	9 0.05
		Julie VanBeekum	0 0.00	0 0.00	12 0.21	0 0.00	12 0.21
		None	0 0.00	0 0.00	1 0.00	0 0.00	1 0.00
		Sarah Johnson	0 0.00	0 0.00	1 0.24	0 0.00	1 0.24
		Vicky Marrelli	0 0.00	0 0.00	17 0.02	0 0.00	17 0.02
		Assigned to Individual Total	0 0.00	0 0.00	70 0.07	0 0.00	70 0.07
	Internal Application Development and Support	John Bracken	0 0.00	0 0.00	1 0.16	0 0.00	1 0.16
		Assigned to Individual Total	0 0.00	0 0.00	1 0.16	0 0.00	1 0.16
	Metro A Desktop Support	Adam Staks	0 0.00	0 0.00	32 0.76	0 0.00	32 0.76
		Burton Brown	0 0.00	0 0.00	4 0.11	0 0.00	4 0.11
		Diane Pfeifer	0 0.00	0 0.00	1 0.09	0 0.00	1 0.09
		Eric Sedgwick	0 0.00	0 0.00	20 0.24	0 0.00	20 0.24
		James Kammeyer	0 0.00	0 0.00	2 0.00	0 0.00	2 0.00
		Kraig Ellis	0 0.00	0 0.00	42 1.12	0 0.00	42 1.12

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Workforce Services

			Critical	High	Low	Medium	ATTR Total
Workforce Services	Metro A Desktop Support	Michael Barth	0 0.00	0 0.00	34 1.41	0 0.00	34 1.41
		Mike Beynon	0 0.00	0 0.00	33 0.14	0 0.00	33 0.14
		Robert Wall	0 0.00	0 0.00	11 3.98	0 0.00	11 3.98
		Rodney Austin	0 0.00	0 0.00	7 1.08	0 0.00	7 1.08
		Tracy VanderVaart	0 0.00	0 0.00	42 0.16	0 0.00	42 0.16
		Assigned to Individual Total	0 0.00	0 0.00	228 0.82	0 0.00	228 0.82
	Metro A Help Desk	Ed Conrad	0 0.00	0 0.00	221 0.25	0 0.00	221 0.25
		Edward Fortner	0 0.00	0 0.00	127 0.20	0 0.00	127 0.20
		Liz Evans	0 0.00	0 0.00	268 0.08	1 0.01	269 0.08
		None	0 0.00	0 0.00	2	0 0.00	2
		Assigned to Individual Total	0 0.00	0 0.00	618 0.17	1 0.01	619 0.17
	Metro A Hosting	Chris Kunde	0 0.00	0 0.00	2 1.86	0 0.00	2 1.86
		Keith Scholl	0 0.00	0 0.00	4 0.69	2 0.06	6 0.48
		Thomas P Jones	0 0.00	0 0.00	1 0.32	0 0.00	1 0.32

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Workforce Services

			Critical	High	Low	Medium	ATTR Total
Workforce Services	Metro A Hosting	Tom Carney	0 0.00	0 0.00	7 0.96	0 0.00	7 0.96
		Assigned to Individual Total	0 0.00	0 0.00	14 0.97	2 0.06	16 0.85
	Metro B Desktop Support	Anthony Booyse	0 0.00	0 0.00	9 1.52	0 0.00	9 1.52
		Jay Locker	0 0.00	0 0.00	7 0.94	0 0.00	7 0.94
		Mike Wilde	0 0.00	0 0.00	9 1.82	0 0.00	9 1.82
		Peter Musser	0 0.00	0 0.00	5 0.33	0 0.00	5 0.33
		Stephanie Young	0 0.00	0 0.00	1 1.98	0 0.00	1 1.98
		Assigned to Individual Total	0 0.00	0 0.00	31 1.30	0 0.00	31 1.30
	Metro B Help Desk	Gary Graham	0 0.00	0 0.00	2 0.00	0 0.00	2 0.00
		Tyler Pearce	0 0.00	0 0.00	3 0.08	0 0.00	3 0.08
		Val Shepherd	0 0.00	0 0.00	2 0.00	0 0.00	2 0.00
		Assigned to Individual Total	0 0.00	0 0.00	7 0.03	0 0.00	7 0.03
	Metro C Help Desk	Reed Stohel	0 0.00	0 0.00	1 0.00	0 0.00	1 0.00
		Ross Owen	0 0.00	0 0.00	2 0.09	0 0.00	2 0.09

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Workforce Services

			Critical	High	Low	Medium	ATTR Total
Workforce Services	Metro C Help Desk	Assigned to Individual Total	0 0.00	0 0.00	3 0.06	0 0.00	3 0.06
	Metro D Help Desk	John Robinson	0 0.00	0 0.00	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	0 0.00	0 0.00	1 0.00	0 0.00	1 0.00
	Network Operations	Brian Chatwin	0 0.00	0 0.00	1 0.04	0 0.00	1 0.04
		Cory Greenwell	0 0.00	0 0.00	1 0.48	0 0.00	1 0.48
		Dave Bodily	0 0.00	0 0.00	6 2.79	0 0.00	6 2.79
		Jared Elzinga	0 0.00	0 0.00	3 5.46	0 0.00	3 5.46
		Jeff Reed	0 0.00	0 0.00	3 0.50	0 0.00	3 0.50
		Kelli Okumura	0 0.00	0 0.00	1 0.93	0 0.00	1 0.93
		Michael Ostrander	0 0.00	0 0.00	7 1.56	1 0.24	8 1.37
		Assigned to Individual Total	0 0.00	0 0.00	22 2.13	1 0.24	23 2.04
	Operations Production Control	Cal Brinton	0 0.00	0 0.00	41 0.09	0 0.00	41 0.09
		Christie Burnham	0 0.00	0 0.00	156 0.02	0 0.00	156 0.02
		Duane Hardy	0 0.00	0 0.00	42 0.34	0 0.00	42 0.34

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Workforce Services

			Critical	High	Low	Medium	ATTR Total
Workforce Services	Operations Production Control	Assigned to Individual Total	0 0.00	0 0.00	239 0.09	0 0.00	239 0.09
	Rural Central Desktop Support	Jay Barfuss	0 0.00	0 0.00	2 0.00	0 0.00	2 0.00
		Jeremy Standifird	0 0.00	0 0.00	23 2.39	0 0.00	23 2.39
		Jessica Purcell	0 0.00	0 0.00	16 0.00	0 0.00	16 0.00
		Paul Petersen	0 0.00	0 0.00	6 1.69	0 0.00	6 1.69
		Rod Montoya	0 0.00	0 0.00	51 0.11	0 0.00	51 0.11
		Ron LeBaron	0 0.00	0 0.00	8 1.54	0 0.00	8 1.54
		Todd Hardy	0 0.00	0 0.00	4 2.26	0 0.00	4 2.26
		Troy Morris	0 0.00	0 0.00	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	0 0.00	0 0.00	111 0.82	0 0.00	111 0.82
	Rural North Desktop Support	Dane Smith	0 0.00	0 0.00	19 0.14	0 0.00	19 0.14
		Don Higgs	0 0.00	0 0.00	6 0.73	0 0.00	6 0.73
		Kim Ratushniak	1 2.74	0 0.00	15 0.80	0 0.00	16 0.92
		Neil Smedley	0 0.00	0 0.00	16 0.83	0 0.00	16 0.83

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Workforce Services

			Critical	High	Low	Medium	ATTR Total
Workforce Services	Rural North Desktop Support	Rodney Peterson	0 0.00	0 0.00	5 0.46	0 0.00	5 0.46
		Ruston McKay	0 0.00	0 0.00	32 0.10	0 0.00	32 0.10
		Ryan Casey	0 0.00	0 0.00	4 0.47	0 0.00	4 0.47
		Wayne Higgs	0 0.00	0 0.00	7 0.50	0 0.00	7 0.50
		Assigned to Individual Total	1 2.74	0 0.00	104 0.41	0 0.00	105 0.44
	Rural South Desktop Support	Cole Gifford	0 0.00	0 0.00	1 0.35	0 0.00	1 0.35
		Doug Chaston	0 0.00	0 0.00	14 0.07	0 0.00	14 0.07
		Doug Thornton	0 0.00	0 0.00	5 0.72	0 0.00	5 0.72
		Joel Finlinson	0 0.00	0 0.00	6 0.13	0 0.00	6 0.13
		Lance Nay	0 0.00	0 0.00	19 0.03	0 0.00	19 0.03
		Lane Adams	0 0.00	0 0.00	6 0.61	0 0.00	6 0.61
		Meladye Shively	0 0.00	0 0.00	5 0.92	0 0.00	5 0.92
		Ryan Bennett	0 0.00	0 0.00	4 0.24	0 0.00	4 0.24
		Scott Jesienouski	0 0.00	0 0.00	9 0.24	0 0.00	9 0.24

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Workforce Services

			Critical	High	Low	Medium	ATTR Total
Workforce Services	Rural South Desktop Support	Assigned to Individual Total	0 0.00	0 0.00	69 0.26	0 0.00	69 0.26
	Strategic Communications	Dennis Rogers	0 0.00	0 0.00	1 9.57	0 0.00	1 9.57
		Assigned to Individual Total	0 0.00	0 0.00	1 9.57	0 0.00	1 9.57
	Technical Application Help Desk	David Moffitt	0 0.00	0 0.00	2 553.72	0 0.00	2 553.72
		Debbie Campbell	0 0.00	0 0.00	1 0.00	0 0.00	1 0.00
		Heather Loertscher	0 0.00	0 0.00	1 6.30	0 0.00	1 6.30
		Jeff Dart	0 0.00	0 0.00	4 0.23	0 0.00	4 0.23
		Kristie Mikstas	0 0.00	0 0.00	1 0.10	0 0.00	1 0.10
		None	0 0.00	0 0.00	8	0 0.00	8
		Victoria Brush	0 0.00	0 0.00	3 0.28	0 0.00	3 0.28
		Assigned to Individual Total	0 0.00	0 0.00	20 51.08	0 0.00	20 51.08
	Technical Lead/Project Manager	Martin Gonzalez	0 0.00	0 0.00	1 3.62	0 0.00	1 3.62
		Assigned to Individual Total	0 0.00	0 0.00	1 3.62	0 0.00	1 3.62
	Voice Engineering	Julie Johnson	0 0.00	0 0.00	2 1,121.89	0 0.00	2 1,121.89

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Workforce Services

			Critical	High	Low	Medium	ATTR Total
Workforce Services	Voice Engineering	Assigned to Individual Total	0 0.00	0 0.00	2 1,121.89	0 0.00	2 1,121.89
	Voice Operations	Gail Christiansen	0 0.00	0 0.00	9 1.23	2 0.16	11 1.03
		Julie Sabato	0 0.00	0 0.00	5 0.61	0 0.00	5 0.61
		Kelly Johnson	0 0.00	0 0.00	2 0.71	0 0.00	2 0.71
		Leon Owen	0 0.00	1 0.00	4 2.13	0 0.00	5 2.13
		Romanza Hamblin Sorensen	0 0.00	1 0.18	19 1.07	0 0.00	20 1.03
		Assigned to Individual Total	0 0.00	2 0.18	39 1.14	2 0.16	43 1.07
	Voice/Data/WAN Services	Art Scott	0 0.00	0 0.00	2 0.49	0 0.00	2 0.49
		Greg Blessing	0 0.00	0 0.00	2 0.50	0 0.00	2 0.50
		Mark Thomas	0 0.00	0 0.00	1 0.93	0 0.00	1 0.93
		Mitch Hood	0 0.00	0 0.00	1 1.81	0 0.00	1 1.81
		Spencer Blodgett	0 0.00	0 0.00	2 0.77	0 0.00	2 0.77
		T Artis	0 0.00	0 0.00	1 1.30	0 0.00	1 1.30
		Assigned to Individual Total	0 0.00	0 0.00	9 0.84	0 0.00	9 0.84

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Workforce Services

		Critical	High	Low	Medium	ATTR Total
Workforce Services	Assigned Group Total	1 2.74	7 1.32	1,841 1.58	7 0.58	1,856 1.58
Customer Company Total		1 2.74	7 1.32	1,841 1.58	7 0.58	1,856 1.58

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Workforce Services

Detail

INC000000464443	Kris Springer	None	None	None		TIR Missed: Yes	1121.89
	Voice Engineering	Julie Johnson	Workforce Services	Low	Closed	TTR Missed: Yes	1121.89
INC000000475936	Carie Burnham	None	None	None		TIR Missed: Yes	1.28
	Application Support - EREP System	David Moffitt	Workforce Services	Low	Resolved	TTR Missed: No	2.32
INC000000509025	Mary Gehman-Smith	None	None	None		TIR Missed: No	0.00
	Voice Engineering	Julie Johnson	Workforce Services	Low	Closed	TTR Missed: No	
INC000000514549	Cecilia Giron	None	None	None		TIR Missed: No	0.44
	Technical Application Help Desk	Heather Loertscher	Workforce Services	Low	Closed	TTR Missed: Yes	6.30
INC000000524417	Quinten Klingonsmith	Application	Error	Utah Electronic Resource and E		TIR Missed: Yes	5.41
	Technical Application Help Desk	David Moffitt	Workforce Services	Low	Closed	TTR Missed: Yes	553.72
INC000000524428	Tiffany Turley	Application	Error	Utah Electronic Resource and E		TIR Missed: No	0.00
	Technical Application Help Desk	David Moffitt	Workforce Services	Low	Closed	TTR Missed: No	
INC000000540281	Lara Rudloff	None	None	None		TIR Missed: No	0.08
	Metro A Desktop Support	Diane Pfeifer	Workforce Services	Low	Closed	TTR Missed: No	0.09
INC000000551390	Sally J Critchlow	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Rodney Peterson	Workforce Services	Low	Closed	TTR Missed: No	
INC000000552310	Mike Miller	None	None	None		TIR Missed: No	0.02
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed: No	0.03
INC000000552873	Marina Martin	None	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000553047	Kris Springer	Application	Reporting	Novell GroupWise		TIR Missed: No	0.41
	Application Services	Martin Gonzalez	Workforce Services	Low	Closed	TTR Missed: No	1.56
INC000000553187	Debbie Sheldon	Application	Error	None		TIR Missed: No	0.37
	Rural North Desktop Support	Don Higgs	Workforce Services	Low	Closed	TTR Missed: No	0.40
INC000000553525	Jodie Ward	Network	Error	None		TIR Missed: No	0.00
	Network Operations	Jeff Reed	Workforce Services	Low	Closed	TTR Missed: No	0.30
INC000000553654	Brent Fife	None	None	None		TIR Missed: No	0.30
	Rural North Desktop Support	Dane Smith	Workforce Services	Low	Closed	TTR Missed: No	0.30
INC000000553685	Jeremy Barton	Application	Error	Contributions Automated Tax Sy		TIR Missed: No	0.00
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed: No	0.66
INC000000553802	Debbie Sheldon	PC/Laptop	Hardware	None		TIR Missed: Yes	1.41
	Rural North Desktop Support	Don Higgs	Workforce Services	Low	Closed	TTR Missed: No	1.43

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INC000000554361	Elizabeth Bailey-Durst	None	None	None		TIR Missed: No	0.07
	Metro A Desktop Support	Kraig Ellis	Workforce Services	Low	Closed	TTR Missed: No	0.07
INC000000554519	Marie Higgins	None	None	None		TIR Missed: No	0.69
	Rural North Desktop Support	Wayne Higgs	Workforce Services	Low	Closed	TTR Missed: No	0.70
INC000000554757	Dean Harrison	None	None	None		TIR Missed: No	0.21
	Rural North Desktop Support	Dane Smith	Workforce Services	Low	Closed	TTR Missed: No	0.21
INC000000554759	Toni C Ansel	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Jessica Purcell	Workforce Services	Low	Closed	TTR Missed: No	
INC000000555079	Kelley R Meredith	None	None	None		TIR Missed: No	0.06
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed: No	0.06
INC000000555104	Shawna Gelhard	Application	None	Novell GroupWise		TIR Missed: No	0.00
	Application Support - Thin Client	James Kammeyer	Workforce Services	Low	Closed	TTR Missed: No	0.17
INC000000555121	Fran Cannard	Telecom	Call/Receive	None		TIR Missed: No	0.14
	Voice Operations	Gail Christiansen	Workforce Services	Low	Closed	TTR Missed: No	0.45
INC000000555330	Kaylee Ashdown	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.02
INC000000555338	Norman Nakamura	None	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Eric Sedgwick	Workforce Services	Low	Closed	TTR Missed: No	0.26
INC000000555351	Timothy Budd	None	None	None		TIR Missed: No	0.00
	Application Services	Martin Gonzalez	Workforce Services	Low	Closed	TTR Missed: No	2.70
INC000000555379	Leslie Johnston	None	None	None		TIR Missed: No	0.08
	Metro A Desktop Support	Kraig Ellis	Workforce Services	Low	Closed	TTR Missed: No	5.08
INC000000555394	Eddie Richmond	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	
INC000000555461	Lauren Barker	None	None	None		TIR Missed: No	0.12
	Rural South Desktop Support	Lance Nay	Workforce Services	Low	Closed	TTR Missed: No	0.12
INC000000555482	Sandra Davis	None	None	None		TIR Missed: Yes	2.76
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low	Closed	TTR Missed: No	2.76
INC000000555503	Giselle Jackson	None	None	None		TIR Missed: No	0.00
	Metro A Hosting	Keith Scholl	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000555576	April Galinski	None	None	None		TIR Missed: No	0.00
	Network Operations	Michael Ostrander	Workforce Services	Low	Closed	TTR Missed: No	1.35
INC000000555600	Deborah Hamlett	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.20
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.20

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Workforce Services

INC000000555621	Norman Keith	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.09
INC000000555631	Norman Keith	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.76
INC000000555651	Tracie Spears	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Cal Brinton	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000555661	Zenaida Martinez	Application	Error	Novell ConsoleOne		TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	0.09
INC000000555671	Gail Reidling	PC/Laptop	Hardware	None		TIR Missed: No	0.40
	Metro A Desktop Support	Eric Sedgwick	Workforce Services	Low	Closed	TTR Missed: No	0.70
INC000000555681	Blaine Cook	None	None	None		TIR Missed: No	0.35
	Application Support - CATS IV	Dawn Harris	Workforce Services	Low	Closed	TTR Missed: No	0.35
INC000000555696	Kerry Herrmann	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Duane Hardy	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000555705	Tricia Cox	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000555710	April Galinski	None	None	None		TIR Missed: No	0.28
	Voice/Data/WAN Services	Art Scott	Workforce Services	Low	Closed	TTR Missed: No	0.29
INC000000555724	Vivian Brown	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000555727	Carol Lowman	None	None	None		TIR Missed: No	0.88
	Rural Central Desktop Support	Jeremy Standifird	Workforce Services	Low	Closed	TTR Missed: Yes	15.29
INC000000555736	Michelle Slaughter	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000555756	Betty J Cox	Application	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Jeremy Standifird	Workforce Services	Low	Closed	TTR Missed: No	0.67
INC000000555764	Ali Rasheed	None	None	None		TIR Missed: No	0.13
	Metro A Desktop Support	Adam Staks	Workforce Services	Low	Closed	TTR Missed: No	0.13
INC000000555767	Blaine Cook	None	None	None		TIR Missed: No	0.11
	Metro A Desktop Support	Kraig Ellis	Workforce Services	Low	Closed	TTR Missed: No	0.11
INC000000555776	Brandon Street	Network	None	None		TIR Missed: No	0.00
	Rural South Desktop Support	Lance Nay	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000555782	Mark Knold	None	None	None		TIR Missed: No	0.14
	Metro A Desktop Support	Kraig Ellis	Workforce Services	Low	Closed	TTR Missed: No	0.14

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Workforce Services

INC000000555786	Jerry Pruitt	Application	Error	Smart Shield		TIR Missed: Yes	1.45
	Rural South Desktop Support	Meladye Shively	Workforce Services	Low	Closed	TTR Missed: No	1.45
INC000000555787	Kristie Mikstas	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.02
INC000000555863	Kristie Mikstas	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Duane Hardy	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000555884	Sariah Hunt	None	None	None		TIR Missed: No	0.14
	Rural Central Desktop Support	Jeremy Standifird	Workforce Services	Low	Closed	TTR Missed: Yes	6.03
INC000000555891	Alison Beardall	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000555895	Sandra Pyper	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000555924	Melissa Daymont	None	None	None		TIR Missed: Yes	1.00
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low	Closed	TTR Missed: No	1.00
INC000000555929	Sandra LeBlanc	Application	Password	Utah Master Directory		TIR Missed: No	0.25
	Help Desk	James Stearns	Workforce Services	Low	Closed	TTR Missed: No	0.25
INC000000555932	Judy Ward	Application	Error	Novell Messenger		TIR Missed: No	0.26
	Application Services	Martin Gonzalez	Workforce Services	Low	Closed	TTR Missed: No	1.72
INC000000555935	Justin Wadman	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000555966	Jean Sykes	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000555974	Jeff Webster	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000555975	Jolyn Bevan	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Jay Locker	Workforce Services	Low	Closed	TTR Missed: No	3.26
INC000000555986	Michelle Hill	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Duane Hardy	Workforce Services	Low	Closed	TTR Missed: No	1.28
INC000000555995	Carlina Cubias-Garcia	Application	Reporting	Utah Electronic Resource and E		TIR Missed: No	0.11
	Technical Application Help Desk	Jeff Dart	Workforce Services	Low	Closed	TTR Missed: No	0.11
INC000000556009	Shelley Esplin	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.16
INC000000556013	Tony Granados	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00

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INC000000556021	Gregory Bates	None	None	None		TIR Missed: No	0.34
	Application Support - APEX	Dave Clark	Workforce Services	Low	Closed	TTR Missed: No	0.70
INC000000556042	Teresa Meyer	Application	Error	Internet Explorer		TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	0.18
INC000000556043	Zenaida Martinez	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	0.19
INC000000556045	Debra Mace	None	None	None		TIR Missed: No	0.38
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low	Closed	TTR Missed: No	0.38
INC000000556048	Zenaida Martinez	Application	Error	Novell GroupWise		TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	0.08
INC000000556064	Sandy LeBlanc	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000556077	Lori Newren	Application	None	Utah Master Directory		TIR Missed: No	0.00
	Help Desk	Eileen Dubach	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000556080	Sandra Davis	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000556087	Clint Gray	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000556099	Jennifer Mattinson	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Anthony Booyse	Workforce Services	Low	Closed	TTR Missed: No	4.98
INC000000556106	Fran Cannard	Telecom	Call/Receive	Telephone		TIR Missed: No	0.40
	Voice/Data/WAN Services	Greg Blessing	Workforce Services	Low	Closed	TTR Missed: No	0.72
INC000000556116	Darlean Jensen	Print/Copy/Scan/Fax	Incident	Microsoft Windows XP Professio		TIR Missed: No	0.00
	Rural Central Desktop Support	Jay Barfuss	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000556136	Leslie Johnston	PC/Laptop	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Closed	TTR Missed: No	0.04
INC000000556190	Kathy Link	None	None	None		TIR Missed: No	0.49
	Application Services	Dustin Crump	Workforce Services	Low	Closed	TTR Missed: No	0.59
INC000000556192	Robert Moyer	None	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Closed	TTR Missed: No	0.02
INC000000556193	Kelly Faraone	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000556196	Shane ODell	None	None	None		TIR Missed: No	0.00
	Network Operations	Jeff Reed	Workforce Services	Low	Closed	TTR Missed: No	0.51

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INC000000556202	Kayl Smith	None	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Rodney Austin	Workforce Services	Low	Closed	TTR Missed: Yes	6.59
INC000000556216	Edith Te'o	None	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000556217	Nazanin Nourmohammadi Network		Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000556219	Melissa Bracken	Telecom	IP	Telephone		TIR Missed: No	0.10
	Voice Operations	Julie Sabato	Workforce Services	Low	Closed	TTR Missed: No	0.48
INC000000556227	Blaine Cook	None	None	None		TIR Missed: Yes	1.07
	Application Support - CATS IV	Dawn Harris	Workforce Services	Low	Closed	TTR Missed: No	1.40
INC000000556233	Valerie Martin	None	None	None		TIR Missed: No	0.11
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed: No	0.11
INC000000556235	Kristine Larson	Application	None	Cisco AnyConnect VPN Client		TIR Missed: No	0.00
	Help Desk	Eileen Dubach	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000556236	Andrea Henderson	None	None	None		TIR Missed: No	0.00
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low	Closed	TTR Missed: No	1.67
INC000000556248	June Bradfield	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000556252	Peggy Hammer	None	None	None		TIR Missed: No	0.44
	Application Support - Web Dev	Justin Miller	Workforce Services	Low	Closed	TTR Missed: No	0.44
INC000000556271	Judy Kearns	None	None	None		TIR Missed: No	0.44
	Rural North Desktop Support	Wayne Higgs	Workforce Services	Low	Closed	TTR Missed: No	0.45
INC000000556272	Ryan Hale	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.03
INC000000556275	Leann Moffat	Application	Reporting	None		TIR Missed: No	0.04
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.15
INC000000556276	Amber Hadley	None	None	None		TIR Missed: No	0.06
	Rural North Desktop Support	Neil Smedley	Workforce Services	Low	Closed	TTR Missed: No	0.06
INC000000556277	Jared Price	None	None	None		TIR Missed: No	0.12
	Metro A Desktop Support	Mike Beynon	Workforce Services	Low	Closed	TTR Missed: No	0.12
INC000000556310	Kathy Guymon	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000556328	Angela A Hansen	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.00

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INC000000556329	Amira Mijic	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000556349	Deni Swanger	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.16
INC000000556373	Chris Kynaston	None	None	None		TIR Missed: No	0.36
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low	Closed	TTR Missed: No	1.06
INC000000556382	Kenneth Martinez	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.13
INC000000556385	Cliff Whatcott	Network	Password	None		TIR Missed: No	0.00
	Rural South Desktop Support	Lance Nay	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000556388	Debbie Stavros	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.02
INC000000556392	Linda Hansen	Application	Reporting	None		TIR Missed: No	0.17
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.21
INC000000556404	Tanya Wilson	None	None	None		TIR Missed: Yes	2.79
	Rural Central Desktop Support	Ron LeBaron	Workforce Services	Low	Closed	TTR Missed: No	2.79
INC000000556407	Veronica Palomino	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Cal Brinton	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000556433	Kenneth Martinez	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	
INC000000556460	Brie Lenhart	None	None	None		TIR Missed: No	0.00
	Application Support - MyCase	Ilya Oyzerskiy	Workforce Services	Low	Closed	TTR Missed: No	0.41
INC000000556462	Leslie Johnston	PC/Laptop	Hardware	None		TIR Missed: No	0.25
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed: No	0.25
INC000000556464	Brie Lenhart	None	None	None		TIR Missed: No	0.11
	Application Support - MyCase	Ilya Oyzerskiy	Workforce Services	Low	Closed	TTR Missed: No	0.11
INC000000556485	Denise Iverson	None	None	None		TIR Missed: No	0.20
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low	Closed	TTR Missed: No	1.88
INC000000556486	Matthew Christiansen	Application	Error	Mycases		TIR Missed: No	0.15
	Application Support - MyCase	Ilya Oyzerskiy	Workforce Services	Low	Closed	TTR Missed: No	0.15
INC000000556493	Trisha Nielson	Telecom	Voice Mail	Telephone		TIR Missed: No	0.21
	Voice Operations	Romanza Hamblin Sorensen	Workforce Services	Low	Closed	TTR Missed: No	0.43
INC000000556510	Tiffanie Adams	None	None	None		TIR Missed: No	0.74
	Rural North Desktop Support	Neil Smedley	Workforce Services	Low	Resolved	TTR Missed: No	0.74

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INC000000556517	Heather Kelsey	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.11
INC000000556523	Lisa Thomas	None	None	None		TIR Missed: No	0.75
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low	Closed	TTR Missed: No	1.39
INC000000556563	Jolyn Hunting	None	None	None		TIR Missed: No	0.10
	Rural North Desktop Support	Dane Smith	Workforce Services	Low	Closed	TTR Missed: No	0.10
INC000000556564	Leann Moffat	None	None	None		TIR Missed: No	0.12
	Rural North Desktop Support	Dane Smith	Workforce Services	Low	Closed	TTR Missed: No	0.12
INC000000556565	Michelle Hill	None	None	None		TIR Missed: No	0.13
	Rural North Desktop Support	Dane Smith	Workforce Services	Low	Closed	TTR Missed: No	0.13
INC000000556584	Violet Tellez	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	
INC000000556586	Heather Kelsey	Application	Password	None		TIR Missed: No	0.28
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.43
INC000000556602	Robert Moyer	None	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Kraig Ellis	Workforce Services	Low	Closed	TTR Missed: No	0.80
INC000000556614	Kris Bradley	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000556644	Marie Higgins	None	None	None		TIR Missed: No	0.08
	Rural North Desktop Support	Wayne Higgs	Workforce Services	Low	Closed	TTR Missed: No	0.10
INC000000556667	Lois Jones	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.35
INC000000556672	Jason Burton	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000556693	Jolyn Bevan	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Jay Locker	Workforce Services	Low	Closed	TTR Missed: No	0.63
INC000000556695	Cami Sandoval	Network	None	None		TIR Missed: No	0.15
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.15
INC000000556723	Ron Dunn	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.08
INC000000556726	Kathy Bounous	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000556727	William Hoang	None	None	None		TIR Missed: No	0.85
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low	Closed	TTR Missed: No	0.85

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INC000000556748	Jolie Bevers	None	None	None		TIR Missed: No	0.00
	Metro A Hosting	Chris Kunde	Workforce Services	Low	Closed	TTR Missed: No	3.72
INC000000556751	Kristen Floyd	None	None	None		TIR Missed: No	0.46
	Rural North Desktop Support	Dane Smith	Workforce Services	Low	Closed	TTR Missed: No	0.46
INC000000556758	Sharon Peake	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Metro D Help Desk	John Robinson	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000556779	Thomas Petersen	Application	Error	PGP		TIR Missed: No	0.23
	Metro A Desktop Support	Michael Barth	Workforce Services	Low	Closed	TTR Missed: No	0.94
INC000000556791	Jill Kunde	Application	Password	None		TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000556799	Kenny Hicken	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000556802	Jackie Nielson	PC/Laptop	Error	None		TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Workforce Services	Low	Closed	TTR Missed: No	
INC000000556804	Rod Barlow	None	None	Systm Microsoft Windows XP Pi		TIR Missed: No	0.00
	Rural Central Desktop Support	Troy Morris	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000556815	Susan Munk	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000556880	Tasiaefe Mapu-Sandoval	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000556888	Candace Gray	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	
INC000000556896	Sandra Davis	None	None	None		TIR Missed: No	0.35
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low	Closed	TTR Missed: No	0.35
INC000000556909	Loggins Merrill	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.15
INC000000556910	Terry Hansen	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000556925	Debbie Zaugg	None	None	None		TIR Missed: No	0.07
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low	Closed	TTR Missed: No	2.84
INC000000556933	Karen Shepherd	Application	Error	None		TIR Missed: No	0.00
	Rural South Desktop Support	Doug Chaston	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000556935	Lindsey Caffall-Davis	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00

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INC000000556938	Teresa Banks	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Duane Hardy	Workforce Services	Low	Closed	TTR Missed: No	
INC000000556940	Helen Sawyer	Application	Error	None		TIR Missed: No	0.00
	Rural South Desktop Support	Doug Chaston	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000556957	Jocelyn Huish	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Ron LeBaron	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000556960	Karen Conley	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.09
INC000000556967	Jennifer Asplund	PC/Laptop	Performance	None		TIR Missed: No	0.20
	Metro B Desktop Support	Mike Wilde	Workforce Services	Low	Closed	TTR Missed: No	0.87
INC000000556969	Joshua Reeves	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.26
INC000000556995	Connie Dumas	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.46
INC000000557007	Sonja Sheffer	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Duane Hardy	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000557037	Faye Hubbard	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Duane Hardy	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000557054	Kris Springer	None	None	None		TIR Missed: No	0.01
	Metro A Desktop Support	Mike Beynon	Workforce Services	Low	Closed	TTR Missed: No	0.01
INC000000557055	Ann Stockham	None	None	None		TIR Missed: No	0.01
	Metro A Desktop Support	Mike Beynon	Workforce Services	Low	Closed	TTR Missed: No	0.01
INC000000557058	Kris Springer	None	None	None		TIR Missed: No	0.01
	Metro A Desktop Support	Mike Beynon	Workforce Services	Low	Closed	TTR Missed: No	0.01
INC000000557059	Gary Kimber	None	None	None		TIR Missed: No	0.01
	Metro A Desktop Support	Mike Beynon	Workforce Services	Low	Closed	TTR Missed: No	0.01
INC000000557060	Cassy Hahn	None	None	None		TIR Missed: No	0.01
	Metro A Desktop Support	Mike Beynon	Workforce Services	Low	Closed	TTR Missed: No	0.01
INC000000557061	Bonnie Sterrett	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000557064	Melanie Reese	None	None	None		TIR Missed: No	0.01
	Metro A Desktop Support	Mike Beynon	Workforce Services	Low	Closed	TTR Missed: No	0.01
INC000000557071	Lawnie Rasmussen	None	None	None		TIR Missed: No	0.01
	Metro A Desktop Support	Mike Beynon	Workforce Services	Low	Closed	TTR Missed: No	0.01

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INC000000557072	Steve Leyba	None	None	None		TIR Missed: No	0.01
	Metro A Desktop Support	Mike Beynon	Workforce Services	Low	Closed	TTR Missed: No	0.01
INC000000557073	Ernest Ramos	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Ron LeBaron	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000557074	CindaLee Hall	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Ron LeBaron	Workforce Services	Low	Closed	TTR Missed: No	
INC000000557078	CindaLee Hall	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Ron LeBaron	Workforce Services	Low	Closed	TTR Missed: No	
INC000000557086	Kurtis Wilcox	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.12
INC000000557088	Rebecca Banner	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.20
INC000000557089	Dave Herrera	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000557139	Delana White	None	None	None		TIR Missed: No	0.16
	Application Support - Content Man	Nate Olson	Workforce Services	Low	Closed	TTR Missed: No	0.16
INC000000557152	Bonnie L Kelsey	None	None	None		TIR Missed: No	0.11
	Metro A Desktop Support	Adam Staks	Workforce Services	Low	Closed	TTR Missed: No	0.11
INC000000557159	Ashley Baker	None	None	None		TIR Missed: No	0.13
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.21
INC000000557163	Jerry Pruitt	None	None	None		TIR Missed: Yes	1.14
	Application Support - Single Signon	Justin Miller	Workforce Services	Low	Closed	TTR Missed: No	1.14
INC000000557180	fran cannard	Telecom	Call Management	Telephone		TIR Missed: No	0.11
	Voice Operations	Gail Christiansen	Workforce Services	Low	Closed	TTR Missed: No	0.21
INC000000557181	Benjamin R Patterson	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Duane Hardy	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000557185	Benjamin R Patterson	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Duane Hardy	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000557188	Lisa D Dowling	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Duane Hardy	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000557190	Rebecca Sangberg	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Neil Smedley	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000557197	Amber Trussell	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Neil Smedley	Workforce Services	Low	Closed	TTR Missed: No	0.00

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INC000000557199	Lisa C Peterson	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Neil Smedley	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000557213	Jo D'Agostino Minardi	Application	Error	Novell GroupWise		TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratushniak	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000557216	Sara Stoffers	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratushniak	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000557218	Sally J Critchlow	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratushniak	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000557228	Carrie Peterson	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratushniak	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000557229	Courtney Marshall	None	None	None		TIR Missed: No	0.81
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed: No	0.81
INC000000557231	Koral Vasquez	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratushniak	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000557246	Angi Nielsen	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000557250	Barbara Garcia	None	None	Citrix ICA Client		TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Workforce Services	Low	Closed	TTR Missed: No	0.17
INC000000557254	Amber Jackson	None	None	None		TIR Missed: No	0.00
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000557261	Patricia Rose	Application	Error	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Paul Petersen	Workforce Services	Low	Closed	TTR Missed: No	0.08
INC000000557279	Trisha Nielson	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000557280	Joe Edman	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000557409	Daniel Herbert-Voss	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000557415	Cindy Bertagnolli	None	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Mike Beynon	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000557417	Kelly Faraone	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000557434	Mary Zorn	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.00

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INC000000557458	Sergio Bernabeu	Application	Error	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000557475	Edith Te'o	Network	Error	Kofax ImageControls		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.25
INC000000557478	Bill Goodwin	None	None	None		TIR Missed: No	0.02
	Metro A Desktop Support	Eric Sedgwick	Workforce Services	Low	Closed	TTR Missed: No	0.02
INC000000557479	Lana Mutz	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000557483	Nancy Galt	Telecom	None	UDC Phone Directory		TIR Missed: No	0.00
	Voice Operations	Leon Owen	Workforce Services	High	Closed	TTR Missed: No	
INC000000557487	Michelle Viertel	Application	None	Gmail		TIR Missed: No	0.28
	Technical Lead/Project Manager	Martin Gonzalez	Workforce Services	Low	Closed	TTR Missed: No	3.62
INC000000557491	Sandy Flores	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.12
INC000000557511	Teri Brinkerhoff	Network	Error	None		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.30
INC000000557532	Pam Malone	PC/Laptop	Error	None		TIR Missed: No	0.00
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Closed	TTR Missed: No	0.23
INC000000557543	Angi Nielsen	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000557548	Stephen Lisonbee	Application	Error	Business Intelligence Tool		TIR Missed: No	0.00
	Application Support - Data Warehouse	Shana Woodall	Workforce Services	Low	Closed	TTR Missed: No	0.68
INC000000557556	Edith Te'o	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000557575	Nora Olson	None	None	None		TIR Missed: No	0.56
	Rural Central Desktop Support	Jeremy Standifird	Workforce Services	Low	Closed	TTR Missed: No	1.99
INC000000557582	Dan Marrs	None	None	None		TIR Missed: No	0.61
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low	Closed	TTR Missed: No	2.69
INC000000557587	Lanette Best	None	None	None		TIR Missed: Yes	1.29
	Rural North Desktop Support	Neil Smedley	Workforce Services	Low	Closed	TTR Missed: No	1.29
INC000000557591	Norman Keith	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000557594	Penni Dehaan	None	None	None		TIR Missed: No	0.13
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.25

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INC000000557608	Jolie Bevers Metro A Desktop Support	None Michael Barth	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.08 3.77
INC000000557613	Jim Holman Metro A Desktop Support	None Mike Beynon	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.18
INC000000557625	Amy Bridan Metro A Help Desk	Network Ed Conrad	Error Workforce Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	0.13 0.23
INC000000557634	Rowena York Voice Operations	Telecom Julie Sabato	None Workforce Services	Telephone Low	Closed	TIR Missed: No TTR Missed: No	0.88 1.12
INC000000557654	Tony Granados Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.25 2.09
INC000000557662	Cindy Bertagnolli Metro A Help Desk	None Liz Evans	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000557670	Galina Greer Metro A Help Desk	Print/Copy/Scan/Fax Ed Conrad	Queue Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000557671	Cindy Bertagnolli Metro A Desktop Support	None Mike Beynon	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.16 0.16
INC000000557689	Douglas Lee Metro A Help Desk	PC/Laptop Ed Conrad	Password Workforce Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	0.08 0.52
INC000000557692	Melodee Williams Operations Production Control	None Cal Brinton	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000557727	Justin Wadman Metro A Help Desk	None Edward Fortner	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.22
INC000000557737	Kayl Smith Metro A Help Desk	Application Ed Conrad	Password Workforce Services	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	0.16 0.36
INC000000557740	Nancy Galt Voice/Data/WAN Services	Telecom T Artis	None Workforce Services	Telephone Low	Closed	TIR Missed: Yes TTR Missed: No	1.30 1.30
INC000000557769	Kimberly Day Metro A Help Desk	Application Ed Conrad	Password Workforce Services	DWS Intranet Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000557777	Leslie Johnston Application Support - APEX	Application Chad Thompson	None Workforce Services	Novell Messenger Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.79
INC000000557782	James Alexander Metro A Desktop Support	None Michael Barth	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.02
INC000000557813	Cassidy Carter Application Support - UWORKS	Application Shane Otvos	Error Workforce Services	Utah Works Low	Closed	TIR Missed: No TTR Missed: No	0.11 0.20

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INC000000557816	Maryana Valles	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000557817	Connie Shearwood	None	None	Internet Explorer		TIR Missed: No	0.00
	Rural Central Desktop Support	Jessica Purcell	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000557822	Randi Bell	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Jessica Purcell	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000557848	Debbie Stavros	Application	Error	Citrix ICA Client		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.18
INC000000557849	Cassidy Carter	None	None	None		TIR Missed: No	0.63
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low	Closed	TTR Missed: No	0.63
INC000000557851	Patricia Oneil-Smith	None	None	None		TIR Missed: Yes	5.59
	Application Support - Web Dev	Chad Thompson	Workforce Services	Low	Closed	TTR Missed: No	5.59
INC000000557860	June Conn-Solomon	Telecom	None	Telephone		TIR Missed: No	0.68
	Voice Operations	Gail Christiansen	Workforce Services	Low	Closed	TTR Missed: No	0.68
INC000000557864	Richard Donegan	Application	Error	Utah Works		TIR Missed: No	0.00
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low	Closed	TTR Missed: No	2.95
INC000000557868	Douglas Lee	Application	Password	Utah Master Directory		TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000557869	Vint DeGraw	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.35
INC000000557870	Anna Larson	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Duane Hardy	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000557873	Molly Wengreen	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Cal Brinton	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000557874	Pamela Werner	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Duane Hardy	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000557875	Tricia Cox	None	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Eric Sedgwick	Workforce Services	Low	Closed	TTR Missed: No	0.19
INC000000557876	Pamela Werner	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Duane Hardy	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000557881	Stacie Tonks	None	None	None		TIR Missed: No	0.55
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low	Closed	TTR Missed: No	0.55
INC000000557882	Mary Roybal	Application	Password	DWS Intranet		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.06

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INC000000557902	Rachelle Rypien-Walker	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Cal Brinton	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000557931	Scott Jensen	Network	Incident	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.03
INC000000557939	Kathryn Neibert	Application	Password	eFIND/eSHARE		TIR Missed: No	0.33
	Operations Production Control	Duane Hardy	Workforce Services	Low	Closed	TTR Missed: No	0.87
INC000000557942	Connie Larsen-Frazier	Network	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	
INC000000557943	Christina Lloyd	PC/Laptop	Error	None		TIR Missed: No	0.14
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.14
INC000000557948	Gerald Brown	Network	None	None		TIR Missed: No	0.07
	Metro A Desktop Support	Rodney Austin	Workforce Services	Low	Closed	TTR Missed: No	0.07
INC000000557955	Larry Sparks	Network	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	
INC000000557956	William Dupaix	Network	Error	None		TIR Missed: No	0.05
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.05
INC000000557962	Scott A Stephens	Network	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	2.97
INC000000557971	Jane Broadhead	Network	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	
INC000000557977	Shane ODell	Application	Error	Content Manager		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.09
INC000000557996	Dana Martinez	Network	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.23
INC000000558008	Debra Mace	Network	Incident	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000558017	Anna Dart	Application	Error	Novell Messenger		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	2.72
INC000000558026	Heather Simonson	Network	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	
INC000000558031	Angela Kirsling	Server	Error	Utah Works		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.97
INC000000558034	Alison Beardall	Network	Incident	None		TIR Missed: No	0.00
	Metro A Desktop Support	Michael Barth	Workforce Services	Low	Closed	TTR Missed: No	1.39

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INC000000558045	Melissa Presley	Application	Password	Utah Master Directory	TIR Missed: No	0.34
Help Desk	Julie VanBeekum	Workforce Services	Low	Closed	TTR Missed: No	0.70
INC000000558052	Cami Sandoval	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000558053	Heather Simonson	Network	Incident	None	TIR Missed: No	0.00
Metro A Desktop Support	Eric Sedgwick	Workforce Services	Low	Closed	TTR Missed: No	0.26
INC000000558062	Debra Mace	Network	Error	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	2.98
INC000000558063	Mimose Montes	None	None	None	TIR Missed: No	0.07
Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.14
INC000000558066	Ammi Rowley	Application	Error	Utah Electronic Resource and E	TIR Missed: Yes	2.38
Metro A Hosting	Keith Scholl	Workforce Services	Low	Closed	TTR Missed: No	2.38
INC000000558068	Amber Trussell	Network	Error	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	2.38
INC000000558076	Mitchell Kamens	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	2.38
INC000000558079	Siupeli Vainuku	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	2.86
INC000000558082	Denise Iverson	Network	Error	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.17
INC000000558084	Dorothy Williams	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	2.34
INC000000558087	Catherine Rolling	Network	Error	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.08
INC000000558092	John Olson	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.05
Metro A Desktop Support	Rodney Austin	Workforce Services	Low	Closed	TTR Missed: No	0.05
INC000000558093	Eva Salazar	None	None	None	TIR Missed: No	0.00
Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000558106	Lance Soffe	Network	Error	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	
INC000000558107	Janet Romo	Network	Password	None	TIR Missed: No	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	
INC000000558108	Shane Farr	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	

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INC000000558109	Darijana Kovacevic Metro A Help Desk	Network Ed Conrad	Error Workforce Services	Novell Client for 32-bit Windows Low	TIR Missed: No Closed TTR Missed: No	0.00
INC000000558114	Leann Robinson Application Support - UWORKS	None Shane Otvos	None Workforce Services	None Low	TIR Missed: No Closed TTR Missed: No	0.83 0.83
INC000000558118	Alice Edman Metro A Help Desk	Network Ed Conrad	Error Workforce Services	Novell Client for 32-bit Windows Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.00
INC000000558119	Elizabeth Fitzpatrick Application Support - EREP System	None Brett Palmer	None Workforce Services	None Low	TIR Missed: Yes Closed TTR Missed: Yes	6.01 6.01
INC000000558122	Sharon Holmes Application Support - EREP System	None Brett Palmer	None Workforce Services	None Low	TIR Missed: Yes Closed TTR Missed: No	6.00 6.00
INC000000558124	Amie Graff Application Support - EREP System	None Brett Palmer	None Workforce Services	None Low	TIR Missed: Yes Closed TTR Missed: No	5.73 5.73
INC000000558125	Lanore Cunningham Metro A Help Desk	Application Ed Conrad	None Workforce Services	Utah Electronic Resource and E Low	TIR Missed: No Closed TTR Missed: No	0.00 2.04
INC000000558129	Chris Kunej Metro A Help Desk	Network Ed Conrad	Password Workforce Services	Novell Client for 32-bit Windows Low	TIR Missed: No Closed TTR Missed: No	0.00 0.62
INC000000558133	Martha Soto Application Services	Application Martin Gonzalez	Error Workforce Services	Novell GroupWise Low	TIR Missed: No Closed TTR Missed: No	0.00 0.45
INC000000558140	Anna Dart Application Support - Web Dev	None Chad Thompson	None Workforce Services	None Low	TIR Missed: No Closed TTR Missed: No	0.74 0.74
INC000000558143	Natalie Lee Metro A Help Desk	Application Liz Evans	Error Workforce Services	None Low	TIR Missed: No Closed TTR Missed: No	0.00
INC000000558145	Mary Jacobs Help Desk	Wireless Connectivity Vicky Marrelli	Error Workforce Services	None Low	TIR Missed: No Closed TTR Missed: No	0.00 0.00
INC000000558151	Nancy Durrant Metro A Help Desk	Network Liz Evans	Incident Workforce Services	None Low	TIR Missed: No Closed TTR Missed: No	0.00
INC000000558157	Julianne Whitney Metro A Help Desk	Network Liz Evans	Incident Workforce Services	None Low	TIR Missed: No Closed TTR Missed: No	0.00
INC000000558158	Doug Miller Metro A Help Desk	Network Liz Evans	Incident Workforce Services	None Low	TIR Missed: No Closed TTR Missed: No	0.00
INC000000558168	Jeff Webster Operations Production Control	None Duane Hardy	None Workforce Services	None Low	TIR Missed: No Closed TTR Missed: No	0.00 0.00
INC000000558185	Maricela Flores Metro B Desktop Support	Print/Copy/Scan/Fax Peter Musser	Incident Workforce Services	None Low	TIR Missed: No Closed TTR Missed: No	0.00 1.39

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INC000000558186	Scott Teuscher	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Duane Hardy	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000558188	Susan Kolthoff	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000558192	Chris Gordon	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.07
INC000000558193	Scott Teuscher	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Duane Hardy	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000558199	Jolie Bevers	Network	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.04
INC000000558241	Penny Stevens	Application	None	Content Manager		TIR Missed: No	0.24
	Metro B Desktop Support	Jay Locker	Workforce Services	Low	Closed	TTR Missed: No	0.68
INC000000558265	Christine Mayne	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Duane Hardy	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000558266	Cindi Nay	None	None	None		TIR Missed: Yes	1.06
	Application Support - Data Warehot	Drew Maxfield	Workforce Services	Low	Closed	TTR Missed: No	1.06
INC000000558358	Alyssia Minaya	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	
INC000000558365	Anita Pedersen	Application	Error	Utah Electronic Resource and E		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.01
INC000000558367	Mary Ann Keefer	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	
INC000000558369	Kathryn Neibert	Application	Error	Utah Electronic Resource and E		TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000558371	Kathy Martinez	None	None	None		TIR Missed: No	0.00
	Application Services	Bart Purser	Workforce Services	Low	Closed	TTR Missed: No	0.09
INC000000558373	Debbie Stavros	Application	Error	Citrix ICA Client		TIR Missed: No	0.06
	Application Services	Bart Purser	Workforce Services	Low	Closed	TTR Missed: No	0.13
INC000000558374	Peggy Barton	Application	Error	Citrix ICA Client		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000558375	Stephen Manzione	Application	Error	Citrix ICA Client		TIR Missed: No	0.83
	Application Services	Bart Purser	Workforce Services	High	Closed	TTR Missed: No	0.86
INC000000558376	Nancy Durrant	Application	Reporting	None		TIR Missed: Yes	4.03
	Application Support - EREP Data P	Brett Palmer	Workforce Services	Low	Closed	TTR Missed: No	4.03

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INC000000558377	Bryce Booth	Application	Error	Utah Electronic Resource and E	TIR Missed: No	0.00
Help Desk	Brenda Treadway	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000558381	Freddie Ann Stevenson	None	None	None	TIR Missed: No	0.00
Network Operations	Dave Bodily	Workforce Services	Low	Closed	TTR Missed: No	2.13
INC000000558382	Wendi Jo Knighton	Application	Reporting	None	TIR Missed: No	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000558384	Kim Wilcox	Application	Error	Citrix ICA Client	TIR Missed: No	0.00
Metro A Help Desk	None	Workforce Services	Low	Closed	TTR Missed: No	
INC000000558385	Kari L Allen	Network	Error	Citrix ICA Client	TIR Missed: No	0.03
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.05
INC000000558386	Marianne Turner	Application	Error	Citrix ICA Client	TIR Missed: No	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	
INC000000558387	Candice Goodwin	Application	Error	Citrix ICA Client	TIR Missed: No	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000558389	Alfredo Travassos Jr	None	None	None	TIR Missed: No	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000558390	Elizabeth Thorpe	Application	Error	Citrix ICA Client	TIR Missed: No	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	
INC000000558392	Shane ODell	None	None	None	TIR Missed: No	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000558393	Craig Guerrero	Application	Error	Utah Electronic Resource and E	TIR Missed: No	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000558396	Brenda Martin	Application	Error	Citrix ICA Client	TIR Missed: No	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000558397	Norma Pech-Rousin	Application	Reporting	None	TIR Missed: No	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000558399	Desiree Jones	None	None	None	TIR Missed: No	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.01
INC000000558400	Jeremy Knowlden	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Help Desk	James Stearns	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000558401	Cindy Gillespie	Application	Error	Utah Electronic Resource and E	TIR Missed: No	0.00
Help Desk	Brenda Treadway	Workforce Services	Low	Closed	TTR Missed: No	
INC000000558405	Karen Conley	Application	Error	Citrix ICA Client	TIR Missed: No	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	

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INC000000558407	Scott Butterfield	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000558408	Natalie Hendrickson	Application	Reporting	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000558416	Ryan Hale	Application	Error	Citrix ICA Client		TIR Missed: No	0.00
	Help Desk	None	Workforce Services	Low	Closed	TTR Missed: No	
INC000000558417	Julie Beagley	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.01
INC000000558419	Tiffany Cruz	Application	Error	Utah Electronic Resource and E		TIR Missed: No	0.00
	Technical Application Help Desk	Debbie Campbell	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000558420	Doris Robinson	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.01
INC000000558422	Lauri Wunderlich	Application	Error	Citrix ICA Client		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	
INC000000558424	Jeremy Sheikh	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000558425	Annamarie Collins	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000558430	Amber Trussell	Application	Reporting	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.01
INC000000558432	Jenny Benson	Application	Error	Citrix ICA Client		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	
INC000000558433	Mark Wimber	Application	Error	Citrix ICA Client		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	
INC000000558436	June Bradfield	Application	Error	Citrix ICA Client		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	
INC000000558440	Lori Jacobazzi	Application	Error	Citrix ICA Client		TIR Missed: No	0.00
	Metro A Help Desk	None	Workforce Services	Low	Closed	TTR Missed: No	
INC000000558446	Charlie Phim	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000558448	Stacy Eastman	Application	Error	Citrix ICA Client		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	
INC000000558452	Demetria Keele	Application	Error	ZENworks for Desktops		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.00

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INC000000558471	Brooke LaFazia	Application	Error	Utah Works		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.05
INC000000558472	Dawn Nelson	Application	None	None		TIR Missed: No	0.61
	Rural North Desktop Support	Dane Smith	Workforce Services	Low	Closed	TTR Missed: No	0.61
INC000000558475	Kristine Larson	Network	Error	None		TIR Missed: No	0.00
	Network Operations	Dave Bodily	Workforce Services	Low	Closed	TTR Missed: No	0.24
INC000000558478	Jeff Shockley	Network	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.86
INC000000558484	Robert Van Vliet	Network	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Desktop Support	Mike Beynon	Workforce Services	Low	Closed	TTR Missed: No	0.18
INC000000558502	Gina Boren	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000558504	Noah Zemke	PC/Laptop	Hardware	None		TIR Missed: No	0.09
	Metro A Desktop Support	Rodney Austin	Workforce Services	Low	Closed	TTR Missed: No	0.09
INC000000558534	Norma Pech-Rousin	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000558544	Teri Brinkerhoff	Network	Performance	None		TIR Missed: No	0.00
	Network Operations	Dave Bodily	Workforce Services	Low	Closed	TTR Missed: No	0.93
INC000000558558	Melissa Schneller	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.18
	Metro B Desktop Support	Mike Wilde	Workforce Services	Low	Closed	TTR Missed: No	0.76
INC000000558560	Abdi Sheikh	Network	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.13
INC000000558568	Teresa Meyer	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Todd Hardy	Workforce Services	Low	Closed	TTR Missed: No	5.75
INC000000558572	Lisa D Dowling	PC/Laptop	Password	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ryan Casey	Workforce Services	Low	Closed	TTR Missed: No	0.27
INC000000558574	Christine Mayne	PC/Laptop	Password	None		TIR Missed: No	0.06
	Rural North Desktop Support	Neil Smedley	Workforce Services	Low	Closed	TTR Missed: No	0.47
INC000000558634	Christine Mayne	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Duane Hardy	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000558660	Jackie Dalton	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Help Desk	James Stearns	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000558670	Kaylee Ashdown	Print/Copy/Scan/Fax	Paper Jam	None		TIR Missed: No	0.00
	Metro B Desktop Support	Anthony Booyse	Workforce Services	Low	Closed	TTR Missed: No	0.28

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INC000000558674	Jane Burt	Application	Error	None		TIR Missed: No	0.00
Help Desk	Vicky Marrelli	Workforce Services	Low	Closed	TTR Missed: No	0.00	
INC000000558677	Trisha Nielson	PC/Laptop	Hardware	None		TIR Missed: No	0.00
Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	0.03	
INC000000558678	Susy M Westphal	Application	Error	Citrix ICA Client		TIR Missed: No	0.00
Help Desk	Vicky Marrelli	Workforce Services	Low	Closed	TTR Missed: No	0.00	
INC000000558680	Johnny Bedore III	Application	Reporting	Novell GroupWise		TIR Missed: No	0.00
Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	0.03	
INC000000558684	Becky Williams	Application	Error	None		TIR Missed: No	0.00
Help Desk	Vicky Marrelli	Workforce Services	Low	Closed	TTR Missed: No	0.00	
INC000000558689	Sariah Hunt	Wireless Connectivity	Performance	None		TIR Missed: No	0.00
Rural Central Desktop Support	Jeremy Standifird	Workforce Services	Low	Closed	TTR Missed: No	4.29	
INC000000558733	Wendy Rosenthal	None	None	None		TIR Missed: No	0.10
Application Support - UWORKS	Shane Otvos	Workforce Services	Low	Closed	TTR Missed: No	0.48	
INC000000558757	Evan Loveless	None	None	None		TIR Missed: No	0.00
Operations Production Control	Cal Brinton	Workforce Services	Low	Closed	TTR Missed: No	0.00	
INC000000558761	Tim Olson	PC/Laptop	Hardware	None		TIR Missed: No	0.00
Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	0.06	
INC000000558763	Jan Hunt	Application	Error	Microsoft Windows XP Professio		TIR Missed: No	0.00
Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	0.05	
INC000000558823	Katie Lee	Network	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.10
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.31	
INC000000558859	Rebecca D Anderson	None	None	None		TIR Missed: No	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00	
INC000000558860	Helen Hanson	None	None	None		TIR Missed: No	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00	
INC000000558871	Gary Gibbs	None	None	None		TIR Missed: No	0.54
Metro A Desktop Support	Rodney Austin	Workforce Services	Low	Closed	TTR Missed: No	0.54	
INC000000558876	Michelle Wright	None	None	None		TIR Missed: No	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.05	
INC000000558879	Vivian Brown	None	None	None		TIR Missed: No	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00	
INC000000558890	Darren Rogers	None	None	None		TIR Missed: No	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00	

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INC000000558892	Sally J Critchlow	Application	Error	Internet Explorer		TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratuszniak	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000558898	Maricela Flores	Application	Error	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000558922	Darrell Wilson	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000558963	Angela Kirsling	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Cal Brinton	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000558969	Matthew Turner	Network	Error	None		TIR Missed: No	0.04
	Metro A Desktop Support	Kraig Ellis	Workforce Services	Low	Closed	TTR Missed: No	0.25
INC000000558976	Debbie Stavros	Application	Error	Utah Electronic Resource and E		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.09
INC000000558984	Jenine Wood	Application	Error	Utah Works		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.16
INC000000558992	Pamela Werner	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000558993	Pamela Werner	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000558996	Pamela Werner	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000559001	Amber Jackson	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Cal Brinton	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000559004	Jaceson Maughan	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro A Desktop Support	Kraig Ellis	Workforce Services	Low	Closed	TTR Missed: No	1.12
INC000000559023	Galina Greer	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000559025	Cynthia Barlow	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000559045	Kayleen Hansen	Application	None	Gmail		TIR Missed: No	0.00
	Application Services	Martin Gonzalez	Workforce Services	Low	Resolved	TTR Missed: Yes	8.74
INC000000559062	Kerry Herrmann	None	None	None		TIR Missed: No	0.15
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low	Closed	TTR Missed: No	1.02
INC000000559063	Annie Granger	Application	Error	Content Manager		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.20

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INC000000559069	Elizabeth Thorpe	None	None	None		TIR Missed: No	0.71
	Application Services	Paul Lundell	Workforce Services	Low	Closed	TTR Missed: No	0.73
INC000000559075	Ilya Oyzerskiy	None	None	None		TIR Missed: No	0.84
	Metro A Hosting	Tom Carney	Workforce Services	Low	Closed	TTR Missed: No	0.84
INC000000559078	Kristie Mikstas	None	None	None		TIR Missed: No	0.08
	Application Support - Web Dev	Justin Miller	Workforce Services	Low	Closed	TTR Missed: No	0.77
INC000000559079	Elaine Jensen	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000559080	Blaine Cook	None	None	None		TIR Missed: No	0.71
	Application Support - CATS IV	Janice Folsom	Workforce Services	Low	Closed	TTR Missed: Yes	8.46
INC000000559084	Mary Nay	None	None	None		TIR Missed: No	0.63
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low	Closed	TTR Missed: No	0.63
INC000000559097	Grazyna Janeczko	None	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Closed	TTR Missed: No	2.71
INC000000559099	Fred Fonseca	None	None	None		TIR Missed: No	0.10
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.22
INC000000559170	Tanner Jensen	Network	Error	None		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000559172	Kim Wilcox	Application	Error	Utah Electronic Resource and E		TIR Missed: No	0.00
	Metro A Hosting	Keith Scholl	Workforce Services	Medium	Closed	TTR Missed: No	0.00
INC000000559173	Cindi Nay	Application	Error	Utah Electronic Resource and E		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000559175	Tanner Jensen	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000559182	Twila Anderson	Application	Error	Utah Works		TIR Missed: No	0.00
	Metro A Desktop Support	Mike Beynon	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000559184	Lori Jacobazzi	Telecom	IP	None		TIR Missed: No	0.10
	Network Operations	Dave Bodily	Workforce Services	Low	Closed	TTR Missed: No	0.40
INC000000559202	Jolie Bevers	Network	Performance	Contributions Automated Tax Sy		TIR Missed: No	0.00
	Metro A Desktop Support	Michael Barth	Workforce Services	Low	Closed	TTR Missed: No	2.70
INC000000559204	Kim-Ngan Lam	Network	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Desktop Support	Mike Beynon	Workforce Services	Low	Closed	TTR Missed: No	0.10
INC000000559211	Lonna G Wight	None	None	None		TIR Missed: No	0.12
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Closed	TTR Missed: No	0.14

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INC000000559214	Kathaleen Williams Metro A Help Desk	Network Ed Conrad	Password Workforce Services	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000559215	John Davenport Help Desk	Mobile Devices Sarah Johnson	Error Workforce Services	Droid Low	TIR Missed: No TTR Missed: No	0.24 0.24
INC000000559219	Robyn Thomas Metro A Hosting	Application Thomas P Jones	Error Workforce Services	Utah Works Low	TIR Missed: No TTR Missed: No	0.00 0.32
INC000000559230	Kelly L Johnson Metro A Help Desk	PC/Laptop Ed Conrad	None Workforce Services	Microsoft Windows XP Professio Low	TIR Missed: No TTR Missed: No	0.00 0.14
INC000000559236	Jamie Ness Technical Application Help Desk	Application Kristie Mikstas	Password Workforce Services	eFIND/eSHARE Low	TIR Missed: No TTR Missed: No	0.10 0.10
INC000000559239	Jason J Burton Metro A Help Desk	Network Ed Conrad	Password Workforce Services	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000559242	Tom Olsen Operations Production Control	None Christie Burnham	None Workforce Services	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000559243	Joy Holfeltz Metro A Help Desk	Application Ed Conrad	Error Workforce Services	Novell GroupWise Low	TIR Missed: No TTR Missed: No	0.04 0.54
INC000000559245	Mark Knold Metro A Desktop Support	PC/Laptop Rodney Austin	Error Workforce Services	None Low	TIR Missed: No TTR Missed: No	0.00 0.12
INC000000559286	Jim Mansfield Metro A Help Desk	Network Ed Conrad	Password Workforce Services	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000559288	Fran Cannard Voice Operations	Telecom Romanza Hamblin Sorensen	Dial Tone Workforce Services	Telephone Low	TIR Missed: No TTR Missed: No	0.29 0.48
INC000000559309	Dave Herrera Rural South Desktop Support	Application Lane Adams	Error Workforce Services	Utah Electronic Resource and E Low	TIR Missed: No TTR Missed: No	0.00 0.12
INC000000559314	Simone Ongoongotau Operations Production Control	None Cal Brinton	None Workforce Services	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000559333	Kerry A Cole Application Support - UWORKS	Application Shane Otvos	None Workforce Services	Utah Works Low	TIR Missed: No TTR Missed: No	0.00 1.38
INC000000559337	Sandy Flores Metro A Help Desk	Application Ed Conrad	Error Workforce Services	Novell Messenger Low	TIR Missed: No TTR Missed: No	0.00 0.10
INC000000559342	Leslie Henderson Metro A Help Desk	Application Ed Conrad	None Workforce Services	Utah Performance Management Low	TIR Missed: No TTR Missed: No	0.78 0.90
INC000000559345	Cassandra Pickle Metro A Help Desk	Application Ed Conrad	Error Workforce Services	DWS Intranet Low	TIR Missed: No TTR Missed: No	0.00 0.05

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INC000000559353	Milton Olsen Metro A Help Desk	Network Ed Conrad	Password Workforce Services	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000559355	Tonia Jones Operations Production Control	None Christie Burnham	None Workforce Services	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000559359	Helen Thatcher Operations Production Control	None Christie Burnham	None Workforce Services	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000559361	John Evans Operations Production Control	Application Christie Burnham	Password Workforce Services	Content Manager Low	TIR Missed: No TTR Missed: No	0.00 0.12
INC000000559401	Wendy Rosenthal Rural South Desktop Support	None Doug Thornton	None Workforce Services	None Low	TIR Missed: No TTR Missed: No	0.00 1.99
INC000000559421	Pema Chagzoetsang Metro A Desktop Support	PC/Laptop Kraig Ellis	Error Workforce Services	None Low	TIR Missed: No TTR Missed: No	0.00 0.11
INC000000559430	Brooke LaFazia Rural North Desktop Support	Application Kim Ratushniak	Error Workforce Services	Content Manager Low	TIR Missed: No TTR Missed: No	0.00 5.62
INC000000559436	Rachel Gehring Metro A Desktop Support	Network Eric Sedgwick	None Workforce Services	None Low	TIR Missed: No TTR Missed: No	0.10 0.10
INC000000559440	Jerry Norton Rural South Desktop Support	PC/Laptop Doug Thornton	Hardware Workforce Services	None Low	TIR Missed: No TTR Missed: No	0.48 0.48
INC000000559444	Amy Lowe Application Support - UWORKS	None Shane Otvos	None Workforce Services	None Low	TIR Missed: No TTR Missed: No	0.17 2.03
INC000000559454	Kathleen Haile Operations Production Control	None Christie Burnham	None Workforce Services	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000559485	Anna Larson Metro A Help Desk	Network Ed Conrad	Password Workforce Services	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000559490	Rob Luckau Operations Production Control	None Cal Brinton	None Workforce Services	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000559491	Ronda Kelly Operations Production Control	None Christie Burnham	None Workforce Services	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000559492	Debbie Sheldon Operations Production Control	None Christie Burnham	None Workforce Services	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000559494	Nikki Holt Operations Production Control	None Christie Burnham	None Workforce Services	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000559495	Lani Dick Application Support - EFIND	Application Anhkim Le	Reporting Workforce Services	Utah Electronic Resource and E Low	TIR Missed: No TTR Missed: No	0.33 0.33

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INC000000559506	Linda Larsen	Network	Error	Cisco AnyConnect VPN Client	TIR Missed: No	0.35
	Metro A Help Desk	Ed Conrad	Workforce Services	Low Closed	TTR Missed: No	0.35
INC000000559508	Terresa L Graham	Network	Incident	None	TIR Missed: No	0.30
	Metro A Help Desk	Ed Conrad	Workforce Services	Low Closed	TTR Missed: No	0.91
INC000000559510	Peggy Barton	Application	Error	Citrix ICA Client	TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low Closed	TTR Missed: No	0.00
INC000000559515	Natalie Hendrickson	Network	Error	Citrix ICA Client	TIR Missed: No	0.00
	Application Services	Bart Purser	Workforce Services	Low Closed	TTR Missed: No	0.47
INC000000559520	Susana Acero	Network	Error	None	TIR Missed: No	0.19
	Metro A Help Desk	Ed Conrad	Workforce Services	Low Closed	TTR Missed: No	0.37
INC000000559527	Mark Wimber	None	None	None	TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low Closed	TTR Missed: No	
INC000000559529	Rachel Gehring	Application	None	Active Directory	TIR Missed: No	0.10
	Metro A Desktop Support	Eric Sedgwick	Workforce Services	Low Closed	TTR Missed: No	0.13
INC000000559533	Cheryl Earl	None	None	None	TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low Closed	TTR Missed: No	
INC000000559536	Anna Rodriguez	None	None	None	TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low Closed	TTR Missed: No	0.00
INC000000559550	Jerry Culwell	Network	Incident	Novell ConsoleOne	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Workforce Services	Low Closed	TTR Missed: No	0.00
INC000000559553	Debra Slotboom	None	None	None	TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low Closed	TTR Missed: No	
INC000000559564	Kayl Smith	PC/Laptop	Error	None	TIR Missed: No	0.10
	Metro A Desktop Support	Eric Sedgwick	Workforce Services	Low Closed	TTR Missed: No	0.10
INC000000559566	Michael Parker	None	None	None	TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low Closed	TTR Missed: No	0.00
INC000000559578	Jackie Dalton	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	0.00
	Help Desk	James Stearns	Workforce Services	Low Closed	TTR Missed: No	0.00
INC000000559582	Mary Jacobs	None	None	None	TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low Closed	TTR Missed: No	0.22
INC000000559584	Bill Featherstone	None	None	None	TIR Missed: Yes	1.37
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low Closed	TTR Missed: No	1.54
INC000000559598	Ronda Kelly	None	None	None	TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low Closed	TTR Missed: No	0.00

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INC000000559617	Seth Whitmill	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Cal Brinton	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000559624	Alleyn Kinney	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000559628	Mary Gehman-Smith	None	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Rodney Austin	Workforce Services	Low	Closed	TTR Missed: No	0.08
INC000000559632	Jennifer Mendoza	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000559634	Jenny Jones	Application	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000559638	Pam Malone	None	None	None		TIR Missed: No	0.18
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Closed	TTR Missed: No	0.20
INC000000559652	Vivian Brown	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000559656	Gilda Castillo	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000559659	Alleyn Kinney	Application	Error	Utah Works		TIR Missed: No	0.00
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low	Closed	TTR Missed: No	2.01
INC000000559662	Susan Munk	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000559663	Todd Jorgensen	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000559669	Jared Chamberlain	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000559671	Annette Golom	Application	Error	DWS Web		TIR Missed: No	0.00
	Rural South Desktop Support	Doug Thornton	Workforce Services	Low	Closed	TTR Missed: No	1.12
INC000000559700	John Paul	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000559709	Susan Quist	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000559713	Randy Hopkins	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000559715	Rhonda Shah	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.14

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INC000000559728	Trisha Nielson	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	0.03
INC000000559734	Carrie Peterson	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000559736	Tricia Cox	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000559741	John Evans	Application	None	Content Manager		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.07
INC000000559746	Carie Burnham	None	None	None		TIR Missed: No	0.08
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low	Closed	TTR Missed: No	0.08
INC000000559749	Marie Higgins	PC/Laptop	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Wayne Higgs	Workforce Services	Low	Closed	TTR Missed: No	0.68
INC000000559783	Jamie Escobia	None	None	None		TIR Missed: No	0.19
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low	Closed	TTR Missed: No	0.19
INC000000559808	Colby Dalton	Application	Error	Novell GroupWise		TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratushniak	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000559812	Christopher Myers	None	None	None		TIR Missed: No	0.00
	Campus Networking	David Sedei	Workforce Services	Low	Closed	TTR Missed: No	4.35
INC000000559822	Carrie Peterson	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000559828	Jefferson McClellan	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000559829	Leta Bailey	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000559831	Leslie Minaya	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000559832	Leslie Minaya	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000559836	Heidi Lemon	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000559854	Doyle Bender	Application	Error	Internet Explorer		TIR Missed: No	0.00
	Rural Central Desktop Support	Jeremy Standifird	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000559855	Joseph Knudson	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00

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INC000000559913	Debra Nordfelt	Application	Password	Utah Works		TIR Missed: Yes	1.31
	Rural North Desktop Support	Kim Ratuszniak	Workforce Services	Critical	Closed	TTR Missed: No	2.74
INC000000559914	Chris Kamens	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Metro A Desktop Support	Kraig Ellis	Workforce Services	Low	Closed	TTR Missed: No	0.74
INC000000559916	Jeremy Knowlden	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000559918	Dawna Kranendonk	Application	None	ZENworks for Desktops		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000559919	Vivian Olson	Application	Error	Utah Works		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000559920	Chris Kamens	PC/Laptop	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000559922	Carla Navarro	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000559924	Felicia Kinder	Application	Error	Utah Works		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	1.44
INC000000559927	Jeremy Knowlden	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000559932	Justin Williams	Application	Password	Utah Works		TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Workforce Services	Low	Closed	TTR Missed: No	0.57
INC000000559934	Vicki Fenton	Application	Error	Utah Works		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.02
INC000000559938	Darci Burnett	Application	Password	PGP		TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000559943	Carla Navarro	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000559947	Alleyn Kinney	Application	Error	Utah Works		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	1.46
INC000000559948	Andrea Hayes	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000559949	Breanna Stultz	Application	Error	Utah Works		TIR Missed: No	0.00
	Metro A Desktop Support	Mike Beynon	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000559951	Debra Mace	Application	Error	ZENworks for Desktops		TIR Missed: No	0.00
	Metro A Desktop Support	Michael Barth	Workforce Services	Low	Closed	TTR Missed: No	0.85

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INC000000559954	Danielle Deming Metro A Desktop Support	Application James Kammeyer	Error Workforce Services	ZENworks for Desktops Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000559955	Linda Wirtjes Metro A Desktop Support	Application Robert Wall	Error Workforce Services	Utah Works Low	TIR Missed: No TTR Missed: No	0.00 0.02
INC000000559957	Maria Dupaix Metro A Desktop Support	Application James Kammeyer	Error Workforce Services	Utah Works Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000559959	Katie Lee Metro A Help Desk	Network Ed Conrad	Password Workforce Services	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000559962	Jeff Webster Metro A Desktop Support	Application Mike Beynon	Reporting Workforce Services	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000559963	Ashley Ledbetter Metro A Help Desk	Application Liz Evans	Password Workforce Services	Utah Works Medium	TIR Missed: No TTR Missed: No	0.00 0.01
INC000000559965	Chelsey Merchant Application Support - UWORKS	Application Shane Otvos	Error Workforce Services	Utah Works Web Site Low	TIR Missed: No TTR Missed: No	0.28 0.28
INC000000559968	Kerry A Cole Help Desk	Application Brenda Treadway	None Workforce Services	ZENworks for Desktops Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000559969	Molly Wengreen Metro A Help Desk	Application Ed Conrad	Error Workforce Services	Utah Works Low	TIR Missed: No TTR Missed: No	0.00 0.03
INC000000559971	Linda Wallentine Metro A Help Desk	Application Liz Evans	Error Workforce Services	None Low	TIR Missed: No TTR Missed: No	0.03 0.20
INC000000559976	Sherry Tran Metro A Help Desk	Application Ed Conrad	Error Workforce Services	Utah Works Low	TIR Missed: No TTR Missed: No	0.00 0.14
INC000000559978	Judy Mattinson Metro A Help Desk	None Liz Evans	None Workforce Services	None Low	TIR Missed: No TTR Missed: No	0.00 0.10
INC000000559982	Michelle Beebe Metro A Desktop Support	Application Kraig Ellis	Error Workforce Services	PGP Low	TIR Missed: No TTR Missed: No	0.13 0.93
INC000000559987	Steven Coray Help Desk	Application Brenda Treadway	Error Workforce Services	Utah Works Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000559995	Jenine Wood Metro A Desktop Support	PC/Laptop Michael Barth	Error Workforce Services	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	0.00 0.69
INC000000559997	Vivian Brown Operations Production Control	None Christie Burnham	None Workforce Services	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000560005	Jackie Dalton Help Desk	Print/Copy/Scan/Fax James Stearns	Queue Workforce Services	None Low	TIR Missed: No TTR Missed: No	0.00 0.00

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INC000000560006	William Hoang	Application	Error	ZENworks for Desktops	TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low Closed	TTR Missed: No	0.23
INC000000560011	Anne Gilbert	Application	Error	Utah Works Web Site	TIR Missed: No	0.38
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low Closed	TTR Missed: No	0.38
INC000000560014	Steve Madigan	Application	Password	Utah Works	TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Workforce Services	Low Closed	TTR Missed: No	
INC000000560017	Mary Gehman-Smith	None	None	None	TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low Closed	TTR Missed: No	0.00
INC000000560020	Heather M Williams	Network	Error	None	TIR Missed: No	0.00
	Help Desk	James Stearns	Workforce Services	Low Closed	TTR Missed: No	0.00
INC000000560023	Karen Hess	Application	Password	Utah Works	TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Workforce Services	Low Closed	TTR Missed: No	
INC000000560027	Jeffery Fullmer	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Workforce Services	Low Closed	TTR Missed: No	0.00
INC000000560028	DeeDee Fleming	Application	Password	Novell GroupWise	TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low Closed	TTR Missed: No	0.23
INC000000560032	Phillip Redlinger	None	None	None	TIR Missed: No	0.27
	Metro B Desktop Support	Anthony Booyse	Workforce Services	Low Closed	TTR Missed: No	1.06
INC000000560036	Tom Turley	None	None	None	TIR Missed: No	0.13
	Metro A Desktop Support	Adam Staks	Workforce Services	Low Resolved	TTR Missed: No	4.74
INC000000560040	Nancy Andrew	None	None	None	TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low Closed	TTR Missed: No	0.40
INC000000560042	Tilila Taulanga	None	None	None	TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low Closed	TTR Missed: No	0.10
INC000000560046	Carol Hansen	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low Closed	TTR Missed: No	0.00
INC000000560052	Beckie Turner	None	None	None	TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low Closed	TTR Missed: No	0.00
INC000000560055	Debra Mace	None	None	None	TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low Closed	TTR Missed: No	0.00
INC000000560057	Iris Sutton	Application	Error	None	TIR Missed: No	0.11
	Metro A Help Desk	Liz Evans	Workforce Services	Low Closed	TTR Missed: No	0.11
INC000000560059	Phillip Redlinger	None	None	None	TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low Closed	TTR Missed: No	0.00

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INC000000560064	Mary Ann Keefer Metro A Help Desk	Network Ed Conrad	Password Workforce Services	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000560069	Vivian Brown Metro A Help Desk	Application Edward Fortner	None Workforce Services	None Low	TIR Missed: No TTR Missed: No	0.43 2.37
INC000000560081	Kristie Mikstas Metro A Desktop Support	None Kraig Ellis	None Workforce Services	None Low	TIR Missed: No TTR Missed: No	0.01 0.26
INC000000560082	Jocelyn Juber Application Support - UWORKS	None Shane Otvos	None Workforce Services	None Low	TIR Missed: No TTR Missed: No	0.08 0.13
INC000000560087	Casey Lance Metro A Desktop Support	None Kraig Ellis	None Workforce Services	None Low	TIR Missed: No TTR Missed: No	0.03 0.03
INC000000560094	Darrin Nielsen Operations Production Control	None Christie Burnham	None Workforce Services	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000560095	Heather Loertscher Rural Central Desktop Support	Application Ron LeBaron	None Workforce Services	Microsoft Office Low	TIR Missed: No TTR Missed: No	0.27 0.27
INC000000560099	Michael W Hansen Metro A Help Desk	None Ed Conrad	None Workforce Services	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000560101	James Jensen Metro A Help Desk	None Edward Fortner	None Workforce Services	None Low	TIR Missed: No TTR Missed: No	0.00 0.24
INC000000560102	Rodney Peterson Network Operations	None Brian Chatwin	None Workforce Services	None Low	TIR Missed: No TTR Missed: No	0.00 0.04
INC000000560113	Happi Hansen Metro A Desktop Support	None Adam Staks	None Workforce Services	None Low	TIR Missed: No TTR Missed: No	0.03 0.03
INC000000560118	James Jensen Metro A Desktop Support	None Kraig Ellis	None Workforce Services	None Low	TIR Missed: No TTR Missed: No	0.10 3.31
INC000000560132	Kerry A Cole Metro A Help Desk	None Edward Fortner	None Workforce Services	None Low	TIR Missed: No TTR Missed: No	0.00 0.22
INC000000560133	Tim Early Application Services	Application Tony Larsen	Error Workforce Services	Utah Works Low	TIR Missed: No TTR Missed: No	0.00 0.80
INC000000560139	Lori Newren Metro B Desktop Support	None Anthony Booyse	None Workforce Services	None Low	TIR Missed: No TTR Missed: No	0.03 2.02
INC000000560144	Ryan Budge Rural Central Desktop Support	Application Rod Montoya	Error Workforce Services	Internet Explorer Low	TIR Missed: No TTR Missed: No	0.00 0.05
INC000000560152	Stacy Anderson Rural South Desktop Support	Application Joel Finlinson	Error Workforce Services	Utah Works Low	TIR Missed: No TTR Missed: No	0.00 0.00

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INC000000560156	Roger Whitear	None	None	None		TIR Missed: No	0.05
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low	Closed	TTR Missed: No	0.05
INC000000560160	Sara Stoffers	PC/Laptop	Error	Microsoft Windows XP Professi		TIR Missed: No	0.00
	Rural North Desktop Support	Don Higgs	Workforce Services	Low	Closed	TTR Missed: No	0.14
INC000000560167	Milagros Santos	None	None	None		TIR Missed: No	0.36
	Metro A Desktop Support	Mike Beynon	Workforce Services	Low	Closed	TTR Missed: No	0.36
INC000000560173	Katie Helm	PC/Laptop	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Kraig Ellis	Workforce Services	Low	Closed	TTR Missed: No	0.30
INC000000560174	Anna Larson	Application	Reporting	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.27
INC000000560184	Joseph Knudson	Application	Error	Utah Works		TIR Missed: Yes	1.94
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low	Closed	TTR Missed: No	1.94
INC000000560189	Nycole Tylka	Application	Error	Utah Works		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.12
INC000000560210	Doyle Bender	Application	Error	Java Platform SE		TIR Missed: No	0.00
	Rural Central Desktop Support	Jeremy Standifird	Workforce Services	Low	Closed	TTR Missed: No	5.25
INC000000560215	Martin Aguero	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000560223	Kari L Allen	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000560231	Joe Edman	Telecom	Dial Tone	Telephone		TIR Missed: No	0.37
	Voice Operations	Romanza Hamblin Sorensen	Workforce Services	Low	Closed	TTR Missed: No	0.73
INC000000560240	Christina Gale	Network	Password	None		TIR Missed: No	0.00
	Rural South Desktop Support	Doug Chaston	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000560247	Mark Petrie	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000560252	Ali Rasheed	PC/Laptop	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Desktop Support	Adam Staks	Workforce Services	Low	Closed	TTR Missed: No	0.57
INC000000560256	David Busk	Application	Error	None		TIR Missed: No	0.00
	Rural South Desktop Support	Doug Chaston	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000560271	Nancy Galt	Telecom	Dial Tone	Telephone		TIR Missed: No	0.16
	Voice/Data/WAN Services	Spencer Blodgett	Workforce Services	Low	Closed	TTR Missed: No	1.55
INC000000560291	Donald Senter	Application	None	Utah Works		TIR Missed: No	0.00
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low	Closed	TTR Missed: No	0.16

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INC000000560293	Dereje Shawl Metro A Help Desk	Network Ed Conrad	Password Workforce Services	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000560301	Gail Boyd Metro A Help Desk	Application Ed Conrad	Error Workforce Services	Utah Works Low	TIR Missed: No TTR Missed: No	0.00 0.07
INC000000560302	Kathy Guymon Operations Production Control	None Cal Brinton	None Workforce Services	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000560303	Sherida Hicks Operations Production Control	None Cal Brinton	None Workforce Services	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000560316	Shelley Dial Metro A Help Desk	None Edward Fortner	None Workforce Services	None Low	TIR Missed: No TTR Missed: No	0.00 0.14
INC000000560346	Justin Fowers Metro A Help Desk	Application Liz Evans	Reporting Workforce Services	Utah Works Low	TIR Missed: No TTR Missed: No	0.00 0.10
INC000000560349	Jamar Lee Application Support - UWORKS	None Eric Strong	None Workforce Services	None Low	TIR Missed: Yes TTR Missed: No	5.55 5.55
INC000000560356	Gary Williams Metro A Desktop Support	None Mike Beynon	None Workforce Services	None Low	TIR Missed: No TTR Missed: No	0.15 0.15
INC000000560362	Amanda Hopp Metro A Help Desk	None Edward Fortner	None Workforce Services	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000560369	Terresa L Graham Metro A Help Desk	Network Liz Evans	Password Workforce Services	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000560376	Kathleen Haile Metro A Help Desk	Network Liz Evans	Password Workforce Services	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	0.00 0.32
INC000000560405	Sarah Smith Metro A Help Desk	None Edward Fortner	None Workforce Services	None Low	TIR Missed: No TTR Missed: No	0.00 0.23
INC000000560427	Aly Scovil Metro A Desktop Support	Print/Copy/Scan/Fax Mike Beynon	Incident Workforce Services	None Low	TIR Missed: No TTR Missed: No	0.14 0.14
INC000000560428	Sharla Anderson Technical Application Help Desk	Application Victoria Brush	Error Workforce Services	Utah Electronic Resource and E Low	TIR Missed: No TTR Missed: No	0.39 0.39
INC000000560440	Shirley Hilton Rural North Desktop Support	Print/Copy/Scan/Fax Don Higgs	Incident Workforce Services	None Low	TIR Missed: No TTR Missed: No	0.40 0.40
INC000000560455	Tami Huntington Metro A Help Desk	None Edward Fortner	None Workforce Services	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000560546	Liz Lobato Operations Production Control	None Christie Burnham	None Workforce Services	None Low	TIR Missed: No TTR Missed: No	0.00 0.00

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INC000000560549	Nicola Stark	None	None	None		TIR Missed: Yes	2.77
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed: No	2.77
INC000000560550	Liz Lobato	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000560569	Gordon J Heaps	Telecom	None	None		TIR Missed: No	0.44
	Voice Operations	Kelly Johnson	Workforce Services	Low	Closed	TTR Missed: No	0.44
INC000000560611	Lindsey Johnson	None	None	None		TIR Missed: Yes	1.33
	Rural North Desktop Support	Rodney Peterson	Workforce Services	Low	Closed	TTR Missed: No	1.33
INC000000560656	Anna Larson	Application	Error	Utah Works		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000560660	Alleyn Kinney	Application	Error	Utah Works		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000560663	Sherry Tran	Application	Reporting	Utah Works		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000560664	Siosiana Naupoto	Application	None	Novell GroupWise		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.01
INC000000560667	Reyna Romero	Application	Reporting	Utah Works		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.22
INC000000560675	Eva Salazar	Application	Error	Internet Explorer		TIR Missed: No	0.12
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.70
INC000000560695	Jamie Escobia	Application	Reporting	Utah Works		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.08
INC000000560699	Sariah Hunt	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.35
	Rural South Desktop Support	Cole Gifford	Workforce Services	Low	Closed	TTR Missed: No	0.35
INC000000560703	Katie Lee	Application	Error	Utah Works		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.14
INC000000560706	Stacy Anderson	PC/Laptop	Error	JavaPC		TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000560715	Jessica Ankenbauer	None	None	None		TIR Missed: No	0.12
	Metro A Desktop Support	Mike Beynon	Workforce Services	Low	Closed	TTR Missed: No	0.61
INC000000560717	Vivian Brown	Network	None	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Rural South Desktop Support	Scott Jesienouski	Workforce Services	Low	Closed	TTR Missed: No	0.63
INC000000560719	Cheryl Bakker	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00

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INC000000560724	Jackie Dalton	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
Help Desk	Julie VanBeekum	Workforce Services	Low	Closed	TTR Missed: No	0.00	
INC000000560731	Jody Sillitoe	Application	Error	Internet Explorer		TIR Missed: No	0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.23	
INC000000560747	Jessica Ankenbauer	None	None	None		TIR Missed: No	0.06
Metro A Desktop Support	Mike Beynon	Workforce Services	Low	Closed	TTR Missed: No	0.20	
INC000000560749	Rod Barlow	Application	Error	Utah Works		TIR Missed: No	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.19	
INC000000560752	Lesa Westfall	Application	Error	Utah Works		TIR Missed: No	0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.21	
INC000000560771	Jean Fisher	None	None	None		TIR Missed: No	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00	
INC000000560774	Cecilia Giron	None	None	None		TIR Missed: No	0.21
Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed: No	0.21	
INC000000560776	Reyna Romero	Application	Error	Utah Works		TIR Missed: No	0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.00	
INC000000560780	Samantha Teh	None	None	None		TIR Missed: No	0.00
Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.40	
INC000000560793	LaDawn Rivera	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.66
Metro B Desktop Support	Stephanie Young	Workforce Services	Low	Closed	TTR Missed: No	1.98	
INC000000560798	Lisa D Dowling	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed: No	0.00	
INC000000560800	Benjamin R Patterson	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed: No	0.00	
INC000000560801	Darren Rogers	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed: No	0.00	
INC000000560811	Barbara Andersen	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed: No	0.00	
INC000000560813	Jefferson McClellan	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed: No	0.00	
INC000000560827	Leslie Minaya	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed: No	0.00	
INC000000560829	Cyndy McKenzie	Application	Error	Content Manager		TIR Missed: No	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.20	

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INC000000560830	Mitch Romo	Application	Error	Business Intelligence Tool	TIR Missed: No	0.00
	Metro A Desktop Support	Michael Barth	Workforce Services	Low Closed	TTR Missed: No	1.17
INC000000560831	Leslie Minaya	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low Closed	TTR Missed: No	0.00
INC000000560838	Koral Vasquez	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low Closed	TTR Missed: No	0.00
INC000000560839	Kris Bradley	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low Closed	TTR Missed: No	0.00
INC000000560840	Andrea Henderson	Application	Error	ZENworks for Desktops	TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low Closed	TTR Missed: No	0.00
INC000000560844	Tami Hoffman	None	None	None	TIR Missed: No	0.64
	Rural South Desktop Support	Lane Adams	Workforce Services	Low Closed	TTR Missed: No	0.65
INC000000560845	Jerry Culwell	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low Closed	TTR Missed: No	0.00
INC000000560858	Carol Lowman	Application	Error	Utah Works	TIR Missed: No	0.00
	Application Services	Ken Ainge	Workforce Services	Low Closed	TTR Missed: No	0.76
INC000000560863	Mary McConaughy	Network	Incident	None	TIR Missed: No	0.08
	Metro A Help Desk	Ed Conrad	Workforce Services	Low Closed	TTR Missed: No	1.23
INC000000560878	Michelle Viertel	Application	Error	JavaPC	TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low Closed	TTR Missed: No	0.13
INC000000560879	Bradley Bowen	Application	Error	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low Closed	TTR Missed: No	0.10
INC000000560880	Juliana Smith	Application	Error	JavaPC	TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low Closed	TTR Missed: No	0.07
INC000000560892	Michelle Mileski	None	None	None	TIR Missed: No	0.00
	Network Operations	Michael Ostrander	Workforce Services	Low Closed	TTR Missed: No	2.79
INC000000560896	Nicola Stark	Application	Error	Utah Works	TIR Missed: No	0.00
	Rural North Desktop Support	Ryan Casey	Workforce Services	Low Closed	TTR Missed: No	1.15
INC000000560898	Stacey Joos	Mobile Devices	Error	None	TIR Missed: No	0.04
	Metro A Help Desk	Edward Fortner	Workforce Services	Low Closed	TTR Missed: No	0.23
INC000000560901	Courtney Marshall	None	None	None	TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low Closed	TTR Missed: No	0.00
INC000000560912	Jodie Ward	None	None	None	TIR Missed: No	0.00
	Network Operations	Michael Ostrander	Workforce Services	Low Closed	TTR Missed: No	2.29

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INC000000560914	Michelle Steele	Telecom	Call/Receive	None		TIR Missed: No	0.07
	Voice Operations	Gail Christiansen	Workforce Services	Medium	Closed	TTR Missed: No	0.25
INC000000560921	Jackie Dalton	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Help Desk	James Stearns	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000560925	Tracia Sullivan	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000560934	Angela Madsen	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000560948	Katherine Pace	None	None	None		TIR Missed: No	0.62
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed: No	0.62
INC000000560956	Stanley Russell	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ryan Casey	Workforce Services	Low	Closed	TTR Missed: No	
INC000000560965	Lindsey Caffall-Davis	Application	Reporting	Utah Works		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.26
INC000000560969	Jaynee Kimber	Application	Reporting	Adobe Acrobat		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.17
INC000000560983	David Chatterley	Application	Reporting	Utah Works		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	
INC000000560988	Sheila Oelerich	None	None	None		TIR Missed: No	0.21
	Application Support - Web Dev	Justin Miller	Workforce Services	Low	Closed	TTR Missed: No	2.78
INC000000561002	Allyn Klingonsmith	Telecom	Voice Mail	Telephone		TIR Missed: No	0.10
	Voice Operations	Romanza Hamblin Sorensen	Workforce Services	Low	Closed	TTR Missed: No	0.35
INC000000561003	Lori Jacobazzi	Application	Reporting	Utah Works		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	
INC000000561007	Kris Bradley	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000561013	Jamie Escobia	None	None	None		TIR Missed: Yes	1.22
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Closed	TTR Missed: No	1.22
INC000000561026	Bonnie L Kelsey	None	None	None		TIR Missed: No	0.21
	Metro A Desktop Support	Adam Staks	Workforce Services	Low	Closed	TTR Missed: No	1.96
INC000000561046	Sandy Flores	Application	Reporting	Utah Works		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	
INC000000561048	Cathleen McKenzie	None	None	None		TIR Missed: No	0.17
	Metro A Desktop Support	Michael Barth	Workforce Services	Low	Closed	TTR Missed: No	0.17

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INC000000561064	Shannon Charlson	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000561065	Michelle Viertel	Application	Error	Internet Explorer		TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	0.07
INC000000561066	Irwin Purcell	Application	Error	Internet Explorer		TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	0.05
INC000000561067	Stacy Anderson	Application	Error	Symantec AntiVirus		TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000561074	Debbie Sheldon	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratushniak	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000561149	Luz Hinostraza	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000561218	Scott Jensen	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Desktop Support	Michael Barth	Workforce Services	Low	Closed	TTR Missed: No	0.13
INC000000561228	Roberta Ivankovich	Mainframe	Password	BlueZone		TIR Missed: No	0.00
	Operations Production Control	Cal Brinton	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000561247	Annie Granger	Application	None	ZENworks for Desktops		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.11
INC000000561250	Rachana Keo	Application	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000561262	Nazanin Nourmohammadi	Application	Error	Utah Works		TIR Missed: No	0.00
	Metro A Hosting	Keith Scholl	Workforce Services	Low	Closed	TTR Missed: No	0.14
INC000000561263	Valerie Martin	None	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000561269	Valerie Martin	PC/Laptop	Error	None		TIR Missed: No	0.07
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed: No	0.21
INC000000561272	Cory Pearson	Application	Password	PGP		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000561275	Leah Ly	Mainframe	Password	None		TIR Missed: No	0.00
	Operations Production Control	Cal Brinton	Workforce Services	Low	Closed	TTR Missed: No	1.19
INC000000561279	Carrie Mayne	Application	None	None		TIR Missed: No	0.29
	Metro A Desktop Support	Michael Barth	Workforce Services	Low	Closed	TTR Missed: No	3.21
INC000000561282	Devin Jones	None	None	None		TIR Missed: No	0.01
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed: No	0.01

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INC000000561283	Lindsey Johnson	Application	Error	Utah Works		TIR Missed: No	0.78
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.78
INC000000561292	Melanie Merrill	Application	Error	Utah Works		TIR Missed: No	0.00
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low	Closed	TTR Missed: No	2.67
INC000000561299	Karen Hess	Print/Copy/Scan/Fax	Error Code	None		TIR Missed: No	0.60
	Rural North Desktop Support	Kim Ratuszniak	Workforce Services	Low	Closed	TTR Missed: No	0.60
INC000000561302	Ryan Budge	Application	Reporting	Java Media Framework		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	
INC000000561304	Kim-Ngan Lam	PC/Laptop	Error	Microsoft Windows XP Professio		TIR Missed: No	0.00
	Metro A Desktop Support	Mike Beynon	Workforce Services	Low	Closed	TTR Missed: No	0.31
INC000000561322	Quinten Klingonsmith	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Metro A Desktop Support	Kraig Ellis	Workforce Services	Low	Closed	TTR Missed: No	0.43
INC000000561329	Sallie Muir	Application	Error	Utah Works		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.15
INC000000561332	Susette Webb	Application	None	Content Manager		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000561338	Aaron Aders	Application	Error	Utah Works		TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	0.75
INC000000561348	Heather M Williams	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000561353	Nancy Robison	PC/Laptop	Error	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000561364	Lien Le	Application	Error	Utah Works		TIR Missed: Yes	1.78
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low	Closed	TTR Missed: No	2.26
INC000000561379	Cory Pearson	Application	Error	None		TIR Missed: No	0.00
	Operations Production Control	Duane Hardy	Workforce Services	Low	Closed	TTR Missed: No	1.06
INC000000561386	Lanette Best	None	None	Utah Works		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	
INC000000561388	Linda Rothenberger	Application	Reporting	Utah Works		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	
INC000000561390	Kaylee Ashdown	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro B Desktop Support	Anthony Booyse	Workforce Services	Low	Closed	TTR Missed: No	0.66
INC000000561392	Ryan Hale	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.24

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INC000000561395	Brandon Street Metro A Help Desk	None Liz Evans	None Workforce Services	Utah Works Low	Closed	TIR Missed: No TTR Missed: No	0.00
INC000000561398	Shauna Vigil Metro A Help Desk	Network Liz Evans	Password Workforce Services	Novell Client for 32-bit Windows	Low	Closed TIR Missed: No TTR Missed: No	0.00 0.00
INC000000561408	Jean Fisher Operations Production Control	Mainframe Duane Hardy	Password Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.13
INC000000561410	Kristan Hall Metro A Help Desk	Application Ed Conrad	Error Workforce Services	eFIND/eSHARE Low	Closed	TIR Missed: No TTR Missed: No	0.33 0.49
INC000000561411	Shauna Vigil Metro A Help Desk	Application Liz Evans	Password Workforce Services	Utah Electronic Resource and E	Low	Closed TIR Missed: No TTR Missed: No	0.00 0.00
INC000000561417	Sarka Dever Metro A Help Desk	Application Ed Conrad	Error Workforce Services	Novell GroupWise 32-bit Windo	Low	Closed TIR Missed: No TTR Missed: No	0.00 0.11
INC000000561421	Darl Valdez Metro A Help Desk	Application Ed Conrad	None Workforce Services	Content Manager Low	Closed	TIR Missed: No TTR Missed: No	0.38 0.62
INC000000561424	Edina Cesko-Wilson Metro A Desktop Support	None Tracy VanderVaart	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.02 0.02
INC000000561439	Wendy Burton Voice Operations	Telecom Romanza Hamblin Sorensen	Voice Mail Workforce Services	Telephone Low	Closed	TIR Missed: No TTR Missed: No	0.30 1.03
INC000000561448	Robyn Spongberg Metro A Help Desk	Application Ed Conrad	Error Workforce Services	Microsoft Office Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000561455	Anita Kramer Metro A Help Desk	Application Liz Evans	Reporting Workforce Services	Java Media Framework Low	Closed	TIR Missed: No TTR Missed: No	0.00
INC000000561459	Kenneth G Allen Metro A Help Desk	None Liz Evans	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000561461	Mariessa Turner Voice Operations	Telecom Romanza Hamblin Sorensen	Voice Mail Workforce Services	Telephone Low	Closed	TIR Missed: No TTR Missed: No	0.07 0.64
INC000000561464	Trenton Willson Application Support - UWORKS	Application Shane Otvos	Error Workforce Services	Utah Works Low	Closed	TIR Missed: Yes TTR Missed: No	1.52 4.50
INC000000561470	Amanda Hopp Application Support - Web Dev	Application Sudha Rajamani	Error Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 1.11
INC000000561472	Mary McConaughy Metro A Desktop Support	Application Tracy VanderVaart	Password Workforce Services	Active Directory Low	Closed	TIR Missed: No TTR Missed: No	0.23 0.23
INC000000561473	Jenica Sheldon Help Desk	Application Julie VanBeekum	Password Workforce Services	Utah Master Directory Low	Closed	TIR Missed: Yes TTR Missed: No	1.73 1.77

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INC000000561475	Cory Pearson	Network	Performance	None		TIR Missed: No	0.00
	Operations Production Control	Duane Hardy	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000561485	Ashley Tolman	Application	None	Novell GroupWise		TIR Missed: No	0.05
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.07
INC000000561496	Lynda Bonner	None	None	None		TIR Missed: No	0.34
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low	Closed	TTR Missed: No	0.34
INC000000561501	Rachana Keo	Network	Incident	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Desktop Support	Michael Barth	Workforce Services	Low	Closed	TTR Missed: No	0.70
INC000000561546	Maria Nak	Application	Password	Active Directory		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000561547	Tene' Howell	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000561557	Candace Rockwell	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000561558	Ler Wah	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.06
	Metro A Desktop Support	Adam Staks	Workforce Services	Low	Closed	TTR Missed: No	0.06
INC000000561559	Kathy Guymon	Application	Error	DWS Web		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000561613	Pilar Reyna	None	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Resolved	TTR Missed: No	0.37
INC000000561622	Allyn Klingonsmith	Telecom	Hardware	Telephone		TIR Missed: No	0.24
	Voice/Data/WAN Services	Mark Thomas	Workforce Services	Low	Closed	TTR Missed: No	0.93
INC000000561628	Kristie Mikstas	None	None	None		TIR Missed: Yes	3.39
	Application Support - Web Dev	Justin Miller	Workforce Services	Low	Closed	TTR Missed: No	3.39
INC000000561633	Lisa D Dowling	Telecom	None	Telephone		TIR Missed: No	0.20
	Voice Operations	Romanza Hamblin Sorensen	Workforce Services	Low	Closed	TTR Missed: No	1.15
INC000000561636	Joel Finch	None	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Adam Staks	Workforce Services	Low	Closed	TTR Missed: No	0.04
INC000000561653	Ryan Reeder	Application	Error	Microsoft Excel		TIR Missed: No	0.00
	Rural South Desktop Support	Scott Jesienouski	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000561669	Becky Chambers	Application	Error	Utah Works		TIR Missed: No	0.00
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low	Closed	TTR Missed: No	0.51
INC000000561676	Marion Eckersley	PC/Laptop	Hardware	None		TIR Missed: No	0.05
	Metro A Desktop Support	Eric Sedgwick	Workforce Services	Low	Closed	TTR Missed: No	0.05

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INC000000561677	Bill Goodwin Metro A Help Desk	Network Ed Conrad	None Workforce Services	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	0.00 1.45
INC000000561685	Karen Shepherd Rural South Desktop Support	Application Doug Chaston	Error Workforce Services	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000561686	Michelle Slaughter Metro A Help Desk	Application Ed Conrad	Password Workforce Services	Kofax ImageControls Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000561702	Cheryl Brown Metro A Help Desk	Application Ed Conrad	Error Workforce Services	DWS Intranet Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000561711	Richard Moysh Metro A Help Desk	Application Ed Conrad	Error Workforce Services	DWS Web Low	TIR Missed: No TTR Missed: No	0.00 0.30
INC000000561729	Maria Dupaix Metro A Help Desk	Application Ed Conrad	Error Workforce Services	Gmail Low	TIR Missed: No TTR Missed: No	0.00 0.53
INC000000561740	Phillip Redlinger Operations Production Control	Mainframe Duane Hardy	Password Workforce Services	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000561752	Jackie Dalton Help Desk	Print/Copy/Scan/Fax Vicky Marrelli	Queue Workforce Services	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000561782	Kathy Koller Metro A Desktop Support	None Tracy VanderVaart	None Workforce Services	None Low	TIR Missed: No TTR Missed: No	0.01 0.01
INC000000561815	Vincent Charles Benedict Metro A Help Desk	None Edward Fortner	None Workforce Services	None Low	TIR Missed: No TTR Missed: No	0.00 0.53
INC000000561849	Vincent Charles Benedict Application Support - UWORKS	None Shane Otvos	None Workforce Services	None Low	TIR Missed: Yes TTR Missed: No	1.35 2.39
INC000000561858	Janet Jolley Rural Central Desktop Support	Application Jeremy Standifird	Error Workforce Services	Adobe Flash Low	TIR Missed: No TTR Missed: No	0.00 1.78
INC000000561937	Ryan Rock Metro A Help Desk	PC/Laptop Ed Conrad	Error Workforce Services	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	0.00 0.01
INC000000561948	Casey Lance Operations Production Control	Mainframe Cal Brinton	Password Workforce Services	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000561953	Valerie Argyle Metro A Help Desk	Application Ed Conrad	Error Workforce Services	Active Directory Low	TIR Missed: No TTR Missed: No	0.00 0.11
INC000000561955	Jennifer Meyer-Smart Operations Production Control	Mainframe Cal Brinton	Password Workforce Services	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000561957	Kathy Koller Metro B Desktop Support	None Peter Musser	None Workforce Services	None Low	TIR Missed: No TTR Missed: No	0.00 0.00

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INC000000561960	Pema Chagzoetsang	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Metro A Desktop Support	Burton Brown	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000561961	Donna Robles	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Help Desk	Eileen Dubach	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000561964	Dawna Kranendonk	None	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Michael Barth	Workforce Services	Low	Closed	TTR Missed: No	0.13
INC000000561972	Donna Robles	Application	Password	Utah Electronic Resource and E		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.26
INC000000561984	Phuc Nguyen	Application	None	Content Manager		TIR Missed: No	0.00
	Help Desk	Eileen Dubach	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000561990	Leticia Hough	Application	Error	State Payroll Time Entry System		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.05
INC000000562004	Mary Martinez	Application	None	Novell GroupWise		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000562027	Stacy Anderson	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000562033	Jackie Bryant	Application	Password	Active Directory		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000562038	Joshua Hawkins	PC/Laptop	Password	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000562042	Marc Wilson	None	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Eric Sedgwick	Workforce Services	Low	Closed	TTR Missed: No	0.16
INC000000562045	Kris Bradley	None	None	None		TIR Missed: No	0.25
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low	Closed	TTR Missed: No	1.91
INC000000562047	Melissa Beagley	None	None	None		TIR Missed: Yes	1.84
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low	Closed	TTR Missed: No	2.28
INC000000562050	Dawna Kranendonk	Network	Incident	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000562057	Rebecca Farnsworth	Application	Error	Microsoft PowerPoint		TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	0.05
INC000000562058	Son Chau	Application	Error	Utah Works		TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	0.03
INC000000562064	Gail Boyd	Network	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.12
	Metro A Hosting	Keith Scholl	Workforce Services	Medium	Closed	TTR Missed: No	0.12

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INC000000562072	Debra Mace Metro A Help Desk	Network Ed Conrad	Error Workforce Services	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000562074	Phillip Redlinger Metro A Help Desk	Network Ed Conrad	Error Workforce Services	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	0.00 0.88
INC000000562080	Jennifer Domenici Metro A Help Desk	Network Liz Evans	Incident Workforce Services	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000562085	Debra Mace Metro A Help Desk	Network Ed Conrad	Error Workforce Services	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	0.00 0.21
INC000000562087	Kaylee Ashdown Metro B Desktop Support	Print/Copy/Scan/Fax Anthony Booyse	Incident Workforce Services	None Low	TIR Missed: No TTR Missed: No	0.09 2.38
INC000000562090	Tammy M Cole Metro A Help Desk	Application Liz Evans	None Workforce Services	Novell GroupWise Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000562097	Cherice Bridges Operations Production Control	Application Duane Hardy	Password Workforce Services	None Low	TIR Missed: No TTR Missed: No	0.00 1.15
INC000000562103	Charleen Neff Operations Production Control	Application Duane Hardy	Password Workforce Services	None Low	TIR Missed: No TTR Missed: No	0.00 5.63
INC000000562105	Darija Cerninski Metro A Help Desk	None Edward Fortner	None Workforce Services	None Low	TIR Missed: No TTR Missed: No	0.00 0.13
INC000000562107	Tom Turley Metro A Desktop Support	Print/Copy/Scan/Fax Adam Staks	Incident Workforce Services	None Low	TIR Missed: No TTR Missed: No	0.10 0.10
INC000000562111	Jacki Randolph Metro A Help Desk	Network Liz Evans	Password Workforce Services	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000562114	Issa Moursal Metro A Help Desk	Application Liz Evans	Reporting Workforce Services	Utah Works Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000562123	Abdi Sheikh Metro A Help Desk	Application Liz Evans	Reporting Workforce Services	Utah Works Low	TIR Missed: No TTR Missed: No	0.00 0.07
INC000000562165	Donna Robles Metro A Help Desk	None Edward Fortner	None Workforce Services	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000562177	Vint DeGraw Metro A Help Desk	None Edward Fortner	None Workforce Services	None Low	TIR Missed: No TTR Missed: No	0.00 0.25
INC000000562181	Amira Mijic Metro A Desktop Support	None Tracy VanderVaart	None Workforce Services	None Low	TIR Missed: No TTR Missed: No	0.02 0.04
INC000000562182	June Conn-Solomon Metro A Desktop Support	None Tracy VanderVaart	None Workforce Services	None Low	TIR Missed: No TTR Missed: No	0.01 0.01

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INC000000562194	Marie Rice	Application	Password	None		TIR Missed: No	0.00
	Operations Production Control	Duane Hardy	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000562214	Brad V Bailey	None	None	None		TIR Missed: No	0.37
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low	Closed	TTR Missed: No	0.37
INC000000562216	Patti Sellers	None	None	None		TIR Missed: No	0.65
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low	Closed	TTR Missed: No	1.01
INC000000562228	Yvonne Krause	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000562230	Christine Denison	PC/Laptop	Error	Microsoft Windows XP Professio		TIR Missed: No	0.00
	Metro A Desktop Support	Kraig Ellis	Workforce Services	Low	Closed	TTR Missed: No	0.76
INC000000562242	Jeff Shockley	Application	Reporting	DWS Intranet		TIR Missed: No	0.92
	Application Support - APEX	Dave Clark	Workforce Services	Low	Closed	TTR Missed: No	0.92
INC000000562243	Brigham Andrew	None	None	None		TIR Missed: No	0.41
	Application Support - Web Dev	Justin Miller	Workforce Services	Low	Closed	TTR Missed: No	0.41
INC000000562251	Tellina Zavala	Application	None	Utah Works		TIR Missed: No	0.00
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low	Closed	TTR Missed: No	3.70
INC000000562252	Kristi Manseau	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Ron LeBaron	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000562258	Karen Thomas	None	None	None		TIR Missed: No	0.17
	Application Support - Web Dev	Justin Miller	Workforce Services	Low	Closed	TTR Missed: No	0.17
INC000000562259	Jonathan R Fatz	Print/Copy/Scan/Fax	Error Code	None		TIR Missed: No	0.00
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed: No	0.09
INC000000562263	Judy Kearns	None	None	None		TIR Missed: No	0.17
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low	Closed	TTR Missed: No	1.26
INC000000562283	Brandi Gunnell	Telecom	None	Avaya IP Softphone		TIR Missed: No	0.20
	Voice Operations	Gail Christiansen	Workforce Services	Low	Closed	TTR Missed: No	0.23
INC000000562298	Eric Tanner	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000562309	Courtney Marshall	Application	Reporting	Utah Works		TIR Missed: No	0.00
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low	Closed	TTR Missed: No	2.60
INC000000562310	Marles Oldroyd	Mainframe	Password	None		TIR Missed: No	0.00
	Operations Production Control	Cal Brinton	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000562312	Charlie Phim	Application	None	None		TIR Missed: No	0.63
	Application Support - APEX	Dave Clark	Workforce Services	Low	Closed	TTR Missed: No	0.63

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INC000000562313	Lisa C Peterson	Application	Error	Utah Electronic Resource and E	TIR Missed: No	0.10
	Application Support - EREP Data P	Brett Palmer	Workforce Services	Low Closed	TTR Missed: Yes	15.73
INC000000562314	Deb Coffey	Application	None	None	TIR Missed: No	0.35
	Metro A Desktop Support	Eric Sedgwick	Workforce Services	Low Closed	TTR Missed: No	0.35
INC000000562318	Susan Kirby	None	None	None	TIR Missed: No	0.29
	Technical Application Help Desk	Jeff Dart	Workforce Services	Low Closed	TTR Missed: No	0.29
INC000000562319	Joyce Henline	Application	Error	Utah Electronic Resource and E	TIR Missed: No	0.05
	Technical Application Help Desk	Jeff Dart	Workforce Services	Low Closed	TTR Missed: No	0.29
INC000000562325	Joseph Oneil	None	None	None	TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low Closed	TTR Missed: No	0.94
INC000000562326	Jeff Dart	None	None	None	TIR Missed: Yes	15.55
	Application Support - EREP System	Brett Palmer	Workforce Services	Low Closed	TTR Missed: Yes	15.55
INC000000562328	Dale Hutchings	None	None	None	TIR Missed: No	0.40
	Application Support - Web Dev	Justin Miller	Workforce Services	Low Closed	TTR Missed: No	0.41
INC000000562332	Renee Crayton	Application	Error	Utah Electronic Resource and E	TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low Closed	TTR Missed: No	0.00
INC000000562333	Julie Anderson	PC/Laptop	None	None	TIR Missed: No	0.02
	Rural North Desktop Support	Dane Smith	Workforce Services	Low Closed	TTR Missed: No	0.02
INC000000562338	Lisa Murphy	None	None	None	TIR Missed: No	0.01
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low Closed	TTR Missed: No	0.01
INC000000562339	Andrea Henderson	Application	Error	Utah Works	TIR Missed: Yes	2.09
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low Closed	TTR Missed: No	2.09
INC000000562340	Richard Moysh	Application	Error	Utah Electronic Resource and E	TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low Closed	TTR Missed: No	0.00
INC000000562347	Spencer J garn	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low Closed	TTR Missed: No	0.00
INC000000562353	Randilee Mcfarland	Application	Reporting	Utah Works	TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low Closed	TTR Missed: No	1.79
INC000000562355	Andrea Sutton	PC/Laptop	None	Novell Client for 32-bit Windows	TIR Missed: No	0.16
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low Closed	TTR Missed: No	2.86
INC000000562357	Theresa Tann	Remote Connectivity	Error	None	TIR Missed: No	0.00
	Network Operations	Jeff Reed	Workforce Services	Low Closed	TTR Missed: No	0.70
INC000000562359	Kenneth Martinez	None	None	None	TIR Missed: Yes	1.72
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low Closed	TTR Missed: No	1.72

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INC000000562360	J G Bronson	None	None	None		TIR Missed: Yes	1.77
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low	Closed	TTR Missed: No	1.77
INC000000562363	Colleen Jamison	None	None	None		TIR Missed: Yes	1.70
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low	Closed	TTR Missed: No	1.70
INC000000562369	Thomas Wilson	PC/Laptop	Password	Novell ConsoleOne		TIR Missed: No	0.19
	Rural North Desktop Support	Neil Smedley	Workforce Services	Low	Closed	TTR Missed: No	0.19
INC000000562370	Dennis Canning	None	None	None		TIR Missed: No	0.03
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed: No	0.03
INC000000562372	Dennis Canning	None	None	None		TIR Missed: No	0.02
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed: No	0.02
INC000000562394	Jessica Balls	Mainframe	Password	None		TIR Missed: No	0.00
	Operations Production Control	Cal Brinton	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000562413	Colby Dalton	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000562419	Connie I Fowler	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000562421	Leslie Minaya	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000562422	Rosalee Hafen	PC/Laptop	Error	None		TIR Missed: No	0.35
	Rural South Desktop Support	Scott Jesienouski	Workforce Services	Low	Closed	TTR Missed: No	0.35
INC000000562442	Jennifer Herbert	Application	Password	DWS Intranet		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000562444	Chris Peterson	Application	Reporting	Utah Works		TIR Missed: No	0.66
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low	Closed	TTR Missed: No	0.66
INC000000562446	Shauna Vigil	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000562455	Jeff Dart	Application	Password	Bomgar		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.31
INC000000562458	Kim Auberger	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.06
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed: No	0.06
INC000000562465	Heather Loertscher	Application	Password	None		TIR Missed: No	0.43
	Application Support - EFIND	Anhkim Le	Workforce Services	Low	Closed	TTR Missed: No	0.43
INC000000562471	Gloria Priday	Application	Error	eFIND/eSHARE		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.10

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INC000000562475	Lori Newren	None	None	None		TIR Missed: No	0.28
	Metro B Desktop Support	Mike Wilde	Workforce Services	Low	Closed	TTR Missed: No	1.33
INC000000562488	Kevin Kehr	Application	Error	Citrix ICA Client		TIR Missed: No	0.00
	Application Services	Terry Forsgren	Workforce Services	Low	Closed	TTR Missed: No	0.41
INC000000562490	Levi Jones	Application	Error	JavaPC		TIR Missed: No	0.00
	Rural South Desktop Support	Meladye Shively	Workforce Services	Low	Closed	TTR Missed: No	1.41
INC000000562494	Jackie Dalton	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000562503	Lisa Murphy	None	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Adam Staks	Workforce Services	Low	Closed	TTR Missed: No	0.05
INC000000562510	Neil Stevens	Application	None	Novell GroupWise 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000562576	Dennie Tsuya	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000562579	Eric Tanner	Network	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.46
	Metro B Desktop Support	Jay Locker	Workforce Services	Low	Resolved	TTR Missed: No	0.83
INC000000562608	Lisa A Anderson	Network	Incident	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Rural South Desktop Support	Lance Nay	Workforce Services	Low	Closed	TTR Missed: No	0.04
INC000000562715	Darci Burnett	Application	None	Novell GroupWise 32-bit Windows		TIR Missed: No	0.00
	Application Services	Martin Gonzalez	Workforce Services	Low	Resolved	TTR Missed: Yes	21.40
INC000000562727	Vanessa Washington	Network	Error	DWS Web		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000562729	Nazanin Nourmohammadi	Network	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000562730	Nancy Galt	Application	Error	Novell Messenger		TIR Missed: No	0.00
	Metro B Desktop Support	Anthony Booyse	Workforce Services	Low	Closed	TTR Missed: No	0.15
INC000000562736	Marta Polanco	Network	None	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000562738	Mary Zorn	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000562745	Dave Laycock	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000562750	Frances Curley	Application	Error	DWS Intranet		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.02

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INC000000562753	Cheryl Whitney	Application	Error	Utah Works		TIR Missed: No	0.00
	Metro A Hosting	Keith Scholl	Workforce Services	Low	Closed	TTR Missed: No	0.24
INC000000562758	Michelle W Christensen	Application	None	Novell GroupWise		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000562761	Janet Howes	None	None	None		TIR Missed: Yes	2.69
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low	Closed	TTR Missed: No	4.02
INC000000562765	Jamar Lee	Application	Error	Utah Works		TIR Missed: No	0.00
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low	Closed	TTR Missed: No	3.00
INC000000562769	Robin Herrera	Application	Error	Utah Works		TIR Missed: No	0.00
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low	Closed	TTR Missed: No	5.68
INC000000562780	Leann Robinson	Application	None	Novell GroupWise		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000562797	Linda Rothenberger	Application	Error	ZENworks for Desktops		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.10
INC000000562819	Karen Hess	Mobile Devices	None	BlackBerry Configuration		TIR Missed: No	0.00
	Help Desk	Eileen Dubach	Workforce Services	Low	Closed	TTR Missed: No	
INC000000562830	Cathy Anderson	None	None	None		TIR Missed: No	0.00
	Rural South Desktop Support	Lane Adams	Workforce Services	Low	Closed	TTR Missed: No	0.80
INC000000562835	LaDawn Rivera	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000562842	Fredrick Ntabwoba	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000562846	Angi Nielsen	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000562863	Andrea Henderson	Application	Error	Utah Works		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.11
INC000000562869	Kim-Ngan Lam	Application	Error	ZENworks for Desktops		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.40
INC000000562884	Deb Hiatt	Mainframe	Password	None		TIR Missed: No	0.00
	Operations Production Control	Cal Brinton	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000562886	Christina Dahn	Network	Incident	Novell ConsoleOne		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000562917	Sheila Fry	Application	Error	DWS Intranet		TIR Missed: No	0.03
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.10

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INC000000562918	Lanelle Windley	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.31
	Metro A Desktop Support	Adam Staks	Workforce Services	Low	Closed	TTR Missed: No	0.31
INC000000562937	Amie Graff	Application	None	Novell GroupWise		TIR Missed: No	0.15
	Application Services	Martin Gonzalez	Workforce Services	Low	Closed	TTR Missed: No	0.24
INC000000562969	Rachel Anderson	Application	Error	Utah Works		TIR Missed: No	0.00
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low	Closed	TTR Missed: No	0.26
INC000000563011	Wolfe Janos Carpenter	Application	Error	Novell GroupWise		TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	0.08
INC000000563012	Cathy Paiz	Application	Error	Microsoft Windows XP Professio		TIR Missed: No	0.00
	Metro A Desktop Support	Michael Barth	Workforce Services	Low	Closed	TTR Missed: No	2.07
INC000000563025	Kim-Ngan Lam	Application	None	Internet Explorer		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.06
INC000000563044	Melisa Stark	None	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Michael Barth	Workforce Services	Low	Closed	TTR Missed: No	2.08
INC000000563055	Sudha Rajamani	None	None	None		TIR Missed: No	0.05
	Metro A Hosting	Tom Carney	Workforce Services	Low	Closed	TTR Missed: No	0.05
INC000000563059	Kay Canterbury	None	None	None		TIR Missed: No	0.22
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low	Closed	TTR Missed: No	0.22
INC000000563085	Jared Chamberlain	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000563091	Jared Chamberlain	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000563093	Noah Zemke	None	None	None		TIR Missed: No	0.41
	Metro A Desktop Support	Eric Sedgwick	Workforce Services	Low	Closed	TTR Missed: No	0.41
INC000000563094	Stephen Lisonbee	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000563096	Ryan Reeder	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Cal Brinton	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000563097	Jerry Culwell	None	None	None		TIR Missed: No	0.80
	Application Support - UWORKS	Jeff Pryor	Workforce Services	Low	Closed	TTR Missed: No	0.88
INC000000563098	Stephen Lisonbee	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000563102	Alla Zilbershteyn	None	None	None		TIR Missed: Yes	1.30
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low	Closed	TTR Missed: No	2.23

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INC000000563105	Tori Henson	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000563106	Judy Kearns	None	None	None		TIR Missed: No	0.67
	Application Support - UWORKS	Jeff Pryor	Workforce Services	Low	Closed	TTR Missed: No	0.69
INC000000563108	Maynee Vongphamany	PC/Laptop	Password	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000563109	Jill Black	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000563117	Jared Chamberlain	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000563122	Vivian Brown	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000563124	Vivian Brown	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000563127	Kevin Burt	PC/Laptop	Error	Microsoft Windows XP Professi		TIR Missed: No	0.00
	Metro A Desktop Support	Michael Barth	Workforce Services	Low	Closed	TTR Missed: No	0.72
INC000000563128	Vivian Brown	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000563136	Vivian Brown	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000563141	Debbie Sheldon	None	None	None		TIR Missed: No	0.13
	Application Support - Web Dev	Chad Thompson	Workforce Services	Low	Closed	TTR Missed: No	0.34
INC000000563147	Tami Huntington	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Jessica Purcell	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000563168	Ronda Kelly	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000563176	Troy Evans	Application	Error	None		TIR Missed: No	0.00
	Metro A Desktop Support	Michael Barth	Workforce Services	Low	Closed	TTR Missed: No	1.55
INC000000563186	Marcel Larsen Jones	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Cal Brinton	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000563188	Heather Loertscher	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000563189	Courtney Marshall	Application	None	Utah Works		TIR Missed: No	0.00
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low	Closed	TTR Missed: No	4.39

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INC000000563199	Rachel Gehring	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000563202	Leta Bailey	Application	Error	Content Manager		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.22
INC000000563210	Ann Stockham	Application	Error	Internet Explorer		TIR Missed: No	0.10
	Metro A Desktop Support	Adam Staks	Workforce Services	Low	Closed	TTR Missed: No	0.32
INC000000563255	Jamie Escobia	Application	Reporting	None		TIR Missed: No	0.00
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low	Closed	TTR Missed: No	2.97
INC000000563262	Vivian Brown	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.18
INC000000563268	Milton Olsen	Application	Password	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.26
INC000000563282	Scott Teuscher	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000563284	Scott Teuscher	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000563285	Jennifer Mattinson	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000563292	Jennifer Mattinson	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000563296	Jennifer Mattinson	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000563299	Jennifer Mattinson	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000563302	Ryan Peterson	Application	Error	Microsoft Windows XP Professio		TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	0.22
INC000000563303	Jennifer Mattinson	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000563306	Jennifer Mattinson	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000563307	Marie Higgins	None	None	None		TIR Missed: Yes	1.12
	Rural North Desktop Support	Wayne Higgs	Workforce Services	Low	Resolved	TTR Missed: No	1.12
INC000000563308	Jennifer Mattinson	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00

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INC000000563309	Jennifer Mattinson	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000563310	Zenaida Martinez	Application	Error	Gmail		TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	0.06
INC000000563311	Jennifer Mattinson	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000563314	Jennifer Mattinson	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000563315	Tim Olson	Application	Error	Adobe Acrobat		TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	0.10
INC000000563316	Jennifer Mattinson	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000563318	Jennifer Mattinson	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000563329	Rebecca Williams	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.05
	Metro A Desktop Support	Michael Barth	Workforce Services	Low	Closed	TTR Missed: No	0.19
INC000000563330	Cathy Paiz	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000563366	Christine Mayne	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000563367	Gary Reid	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000563368	Shawn Jolley	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000563374	Nikki Holt	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000563508	Eva Salazar	Network	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000563535	Sarah Smith	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000563541	Luz Hinostroza	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000563544	Chris Reed	Application	None	Novell GroupWise 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.06

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INC000000563552	Alfredo Travassos Jr Metro A Help Desk	Network Ed Conrad	Error Workforce Services	Citrix ICA Client Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.20
INC000000563563	Darrin Nielsen Rural Central Desktop Support	None Todd Hardy	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 3.29
INC000000563573	Karen Shepherd Rural South Desktop Support	None Doug Chaston	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000563582	Monty Peart Metro A Help Desk	Application Ed Conrad	Password Workforce Services	Utah Electronic Resource and E Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.05
INC000000563583	Helen Sawyer Rural South Desktop Support	PC/Laptop Doug Chaston	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000563592	Helen Sawyer Rural South Desktop Support	Print/Copy/Scan/Fax Doug Chaston	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000563606	Sally Palmer Metro A Help Desk	Network Ed Conrad	Password Workforce Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000563612	Paul Elliott Application Support - Web Dev	None Chad Thompson	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.92 0.92
INC000000563613	Colleen Jamison Application Support - Web Dev	Application Chad Thompson	Reporting Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.85 0.85
INC000000563628	Melissa Atkin Application Support - UWORKS	None Shane Otvos	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.33 0.33
INC000000563631	Colleen Jamison Application Support - UWORKS	None Shane Otvos	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.32 0.32
INC000000563632	Pam Malone Metro A Desktop Support	Print/Copy/Scan/Fax Tracy VanderVaart	Incident Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.13 0.13
INC000000563655	Lori Newren Help Desk	Application Eileen Dubach	None Workforce Services	Utah Master Directory Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000563663	Lani Nisbet Metro A Help Desk	PC/Laptop Ed Conrad	Error Workforce Services	PGP Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.26
INC000000563664	Devin Jones Operations Production Control	None Cal Brinton	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000563690	Ryan Budge Metro A Help Desk	None Edward Fortner	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.29
INC000000563705	Mimose Montes Operations Production Control	Mainframe Duane Hardy	Password Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00

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INC000000563706	Nikki Holt	Application	Error	eFIND/eSHARE	TIR Missed: No	0.23
	Technical Application Help Desk	Jeff Dart	Workforce Services	Low Closed	TTR Missed: No	0.23
INC000000563707	Nicole Kerwood	Telecom	CrossTalk/Noise/Static	None	TIR Missed: No	0.20
	Voice Operations	Romanza Hamblin Sorensen	Workforce Services	Low Resolved	TTR Missed: Yes	6.25
INC000000563718	Steve Leyba	None	None	None	TIR Missed: No	0.01
	Metro A Desktop Support	Adam Staks	Workforce Services	Low Closed	TTR Missed: No	0.01
INC000000563751	Lisa Vongthongchit	PC/Laptop	Hardware	None	TIR Missed: No	0.00
	Metro A Desktop Support	Adam Staks	Workforce Services	Low Closed	TTR Missed: No	0.37
INC000000563752	Neil Rollins	Application	Error	Utah Works	TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low Closed	TTR Missed: No	0.27
INC000000563757	Brooke LaFazia	None	None	None	TIR Missed: No	0.00
	Operations Production Control	Cal Brinton	Workforce Services	Low Closed	TTR Missed: No	0.00
INC000000563772	Holli Turner	Application	Error	Utah Works	TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low Closed	TTR Missed: No	0.13
INC000000563775	Joshua Hawkins	Application	Reporting	Symantec AntiVirus	TIR Missed: No	0.05
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low Closed	TTR Missed: No	0.08
INC000000563780	Scott Jensen	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low Closed	TTR Missed: No	0.00
INC000000563785	Jerry Norton	Application	Error	Adobe Acrobat	TIR Missed: No	0.18
	Rural South Desktop Support	Scott Jesienouski	Workforce Services	Low Closed	TTR Missed: No	0.18
INC000000563786	Christy Cedarstrom	Application	Password	DWS Intranet	TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low Closed	TTR Missed: No	0.00
INC000000563789	Kathryn Smith	PC/Laptop	Hardware	None	TIR Missed: No	0.00
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low Closed	TTR Missed: No	0.17
INC000000563793	Sara Hudgins	Application	Reporting	None	TIR Missed: No	0.06
	Metro A Desktop Support	Adam Staks	Workforce Services	Low Closed	TTR Missed: No	0.06
INC000000563795	Kaylee Ashdown	Application	None	Novell GroupWise	TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low Closed	TTR Missed: No	0.05
INC000000563814	Cecilia Giron	PC/Laptop	Hardware	None	TIR Missed: No	0.00
	Metro A Desktop Support	Adam Staks	Workforce Services	Low Closed	TTR Missed: No	0.23
INC000000563821	Lisa Roman	Network	Incident	None	TIR Missed: No	0.18
	Network Operations	Michael Ostrander	Workforce Services	Medium Closed	TTR Missed: No	0.24
INC000000563824	Gerald Gappmayer	Network	Incident	None	TIR Missed: No	0.00
	Network Operations	Michael Ostrander	Workforce Services	Low Closed	TTR Missed: No	

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INC000000563827	Bradley Salmond Metro A Desktop Support	PC/Laptop Michael Barth	Performance Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.03 0.52
INC000000563834	Ben Stalling Metro B Desktop Support	PC/Laptop Peter Musser	Error Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.02 0.02
INC000000563842	Katherine Smith Metro A Desktop Support	PC/Laptop Michael Barth	Password Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.14 0.45
INC000000563849	Tiffany Hagen Application Support - Web Dev	Application Justin Miller	Error Workforce Services	DWS Web Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.53
INC000000563863	Candace Gray Network Operations	Network Cory Greenwell	Error Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.48 0.48
INC000000563869	Kim Auberger Metro A Help Desk	Print/Copy/Scan/Fax Ed Conrad	Incident Workforce Services	Utah Works Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.04
INC000000563874	Tom Woodland Application Support - Web Dev	Application Chad Thompson	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 1.52
INC000000563875	Bradley Stone Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000563886	Rachelle Brown Metro A Help Desk	None Edward Fortner	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000563889	Danielle Clark Metro A Help Desk	Application Liz Evans	Reporting Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000563893	Kim-Ngan Lam Metro A Help Desk	Application Liz Evans	Reporting Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.07
INC000000563895	Gordon Snow Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000563905	Susan Munk Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000563915	Lori Newren Metro B Desktop Support	PC/Laptop Mike Wilde	None Workforce Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.20 1.69
INC000000563938	Cassidy Carter Application Support - UWORKS	Application Shane Otvos	Error Workforce Services	Utah Works Low	Closed	TIR Missed: No TTR Missed: No	0.18 1.78
INC000000563947	Bruce Lamb Rural Central Desktop Support	Application Rod Montoya	Error Workforce Services	Utah Works Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.08
INC000000563951	Jocelyn Juber Rural Central Desktop Support	Application Rod Montoya	Error Workforce Services	Utah Works Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.06

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INC000000563952	Neil Rollins	Print/Copy/Scan/Fax	Paper Jam	None		TIR Missed: No	0.00
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed: No	0.08
INC000000563958	Kimberley Schmeling	None	None	Internet Explorer		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000563965	Leeann Madsen	Application	Error	None		TIR Missed: No	0.00
	Application Support - Web Dev	Chad Thompson	Workforce Services	Low	Closed	TTR Missed: No	0.34
INC000000563972	Jamie Ness	Application	Error	Novell Messenger		TIR Missed: No	0.00
	Metro B Desktop Support	Jay Locker	Workforce Services	Low	Closed	TTR Missed: No	0.81
INC000000563988	Jason Tolbert	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Jessica Purcell	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000564017	Mary Zorn	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000564019	Mary Zorn	Application	Password	DWS Intranet		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000564020	Melissa Beagley	None	None	None		TIR Missed: Yes	3.18
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low	Closed	TTR Missed: No	3.42
INC000000564039	Leta Bailey	Application	Error	DWS Intranet		TIR Missed: No	0.00
	Rural North Desktop Support	Don Higgs	Workforce Services	Low	Closed	TTR Missed: No	1.60
INC000000564050	Brian Aston	None	None	None		TIR Missed: No	0.66
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low	Closed	TTR Missed: No	0.66
INC000000564101	Patrea Faulkner	Application	Error	eFIND/eSHARE		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.26
INC000000564105	Jill Mecham	Network	Incident	ZENworks for Desktops		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000564106	Lori Newren	Application	None	Utah Master Directory		TIR Missed: No	0.00
	Help Desk	Eileen Dubach	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000564113	Lani Nisbet	Network	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000564127	Sheryl Featherstone	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000564137	Jill Black	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000564145	Jill Black	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00

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INC000000564163	Larry Hillman	Application	Reporting	None		TIR Missed: No	0.14
	Application Support - Web Dev	Chad Thompson	Workforce Services	Low	Closed	TTR Missed: No	0.14
INC000000564168	Milton Olsen	Application	Error	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000564172	Kristen Floyd	PC/Laptop	Performance	None		TIR Missed: No	0.09
	Rural North Desktop Support	Dane Smith	Workforce Services	Low	Resolved	TTR Missed: No	0.10
INC000000564174	JaNea Lund	None	None	None		TIR Missed: Yes	1.39
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low	Closed	TTR Missed: No	1.62
INC000000564179	Lisa Lynn	Print/Copy/Scan/Fax	Paper Jam	None		TIR Missed: No	0.16
	Metro A Desktop Support	Michael Barth	Workforce Services	Low	Closed	TTR Missed: No	0.16
INC000000564221	Jennifer Domenici	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000564245	Dora Ward	None	None	None		TIR Missed: No	0.00
	Rural South Desktop Support	Doug Thornton	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000564296	Mary Zorn	None	None	None		TIR Missed: No	0.00
	Rural South Desktop Support	Lane Adams	Workforce Services	Low	Closed	TTR Missed: No	0.48
INC000000564300	Robert Moyer	PC/Laptop	Error	Microsoft Windows XP Professio		TIR Missed: No	0.00
	Metro A Desktop Support	Michael Barth	Workforce Services	Low	Closed	TTR Missed: No	4.89
INC000000564316	Lonna G Wight	Print/Copy/Scan/Fax	Paper Jam	None		TIR Missed: No	0.00
	Metro A Desktop Support	Kraig Ellis	Workforce Services	Low	Closed	TTR Missed: No	0.33
INC000000564325	Jeffery Fullmer	Application	Error	State Payroll Time Entry System		TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000564326	Stephanie Mckee	Application	Error	Microsoft Word		TIR Missed: No	0.00
	Metro B Desktop Support	Mike Wilde	Workforce Services	Low	Closed	TTR Missed: No	3.15
INC000000564327	Jackie Nielson	Application	Reporting	None		TIR Missed: No	0.64
	Rural South Desktop Support	Joel Finlinson	Workforce Services	Low	Resolved	TTR Missed: No	0.64
INC000000564346	Bonnie L Kelsey	Network	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.07
INC000000564355	Carina Larson	Application	Password	Active Directory		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000564360	Nathan Kuhn	Application	Reporting	PGP		TIR Missed: No	0.07
	Metro A Desktop Support	Eric Sedgwick	Workforce Services	Low	Closed	TTR Missed: No	0.39
INC000000564368	Shelley Esplin	PC/Laptop	Performance	None		TIR Missed: No	0.32
	Rural South Desktop Support	Ryan Bennett	Workforce Services	Low	Closed	TTR Missed: No	0.32

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INC000000564380	LeAnn Hatfield	Application	None	None		TIR Missed: Yes	1.11
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed: No	1.11
INC000000564381	Janos Carpenter	Application	Password	Active Directory		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000564403	Quinten Klingonsmith	Network	Incident	None		TIR Missed: No	0.85
	Network Operations	Kelli Okumura	Workforce Services	Low	Resolved	TTR Missed: No	0.93
INC000000564408	Colleen Fitzgerald	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000564417	Terri Waters	Application	Error	None		TIR Missed: No	0.00
	Rural South Desktop Support	Lance Nay	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000564500	Sarah Pickard	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro A Hosting	Tom Carney	Workforce Services	Low	Closed	TTR Missed: No	1.10
INC000000564507	Dallen Adams	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000564508	Connie I Fowler	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000564510	Cherice Bridges	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000564513	Leslie Minaya	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000564519	fran cannard	Telecom	Call/Receive	Telephone		TIR Missed: No	0.09
	Voice Operations	Gail Christiansen	Workforce Services	Low	Closed	TTR Missed: No	3.93
INC000000564523	Annie Granger	None	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed: No	0.02
INC000000564532	Tom Turley	None	None	None		TIR Missed: No	0.04
	Metro A Desktop Support	Adam Staks	Workforce Services	Low	Closed	TTR Missed: No	0.04
INC000000564536	Nate Talley	None	None	None		TIR Missed: No	0.00
	Metro A Hosting	Tom Carney	Workforce Services	Low	Resolved	TTR Missed: No	0.68
INC000000564580	Patrick Concepcion	Telecom	Dial Tone	Telephone		TIR Missed: No	0.28
	Voice/Data/WAN Services	Greg Blessing	Workforce Services	Low	Closed	TTR Missed: No	0.28
INC000000564583	Tiffany Whitney	Application	Error	Novell GroupWise		TIR Missed: No	0.13
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.19
INC000000564586	Zenaida Martinez	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	0.05

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INC000000564598	Leeann Herndon Metro A Help Desk	Network Liz Evans	Password Workforce Services	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000564599	Ben Mortensen Operations Production Control	None Duane Hardy	None Workforce Services	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000564612	Jefferson Barrett Voice Operations	Telecom Gail Christiansen	IP Workforce Services	None Low	TIR Missed: No TTR Missed: No	0.28 0.83
INC000000564617	Jackie Dalton Help Desk	Print/Copy/Scan/Fax Brenda Treadway	Queue Workforce Services	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000564638	Katherine Smith Metro A Desktop Support	Application Michael Barth	Reporting Workforce Services	None Low	TIR Missed: No TTR Missed: No	0.03 0.90
INC000000564741	Aniara Shields Help Desk	Application Brenda Treadway	Password Workforce Services	Utah Master Directory Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000564820	Jeremy Knowlden Metro A Help Desk	Network Ed Conrad	Password Workforce Services	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000564823	Mandy Blauer Network Operations	PC/Laptop Jared Elzinga	None Workforce Services	None Low	TIR Missed: No TTR Missed: No	0.00 1.22
INC000000564824	Susan Taggart Network Operations	Network Jared Elzinga	Error Workforce Services	Citrix ICA Client Low	TIR Missed: No TTR Missed: No	0.00 0.34
INC000000564844	Leeann Herndon Metro A Help Desk	Network Liz Evans	Password Workforce Services	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000564849	Sherry Stevens Voice Operations	Telecom Romanza Hamblin Sorensen	Dial Tone Workforce Services	Telephone High	TIR Missed: No TTR Missed: No	0.18 0.18
INC000000564855	Brad Kelstrom Rural North Desktop Support	None Dane Smith	None Workforce Services	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000564858	Nancy Galt Metro B Desktop Support	None Anthony Booyse	None Workforce Services	None Low	TIR Missed: No TTR Missed: No	0.00 0.79
INC000000564864	Charles Amonett Metro A Help Desk	Network Liz Evans	Password Workforce Services	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000564867	Tiffany Cruz Metro B Desktop Support	None Anthony Booyse	None Workforce Services	None Low	TIR Missed: No TTR Missed: No	0.00 1.32
INC000000564874	Lloyd Pendleton Metro A Help Desk	Network Ed Conrad	Password Workforce Services	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000564881	Margie Mohler Application Support - UWORKS	Application Shane Otvos	Reporting Workforce Services	Utah Works Low	TIR Missed: No TTR Missed: No	0.34 0.34

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INC000000564885	Maria Berg	None	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Closed	TTR Missed: No	0.03
INC000000564890	Irene Fossat	Application	Password	Utah Electronic Resource and E		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.07
INC000000564898	Jill Mecham	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.12
INC000000564912	Anna Larson	Application	Error	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.25
INC000000564913	Yvette Henderson	Application	Error	Content Manager		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.15
INC000000564922	Louann Dunn	Application	Password	Kofax ImageControls		TIR Missed: No	0.05
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.23
INC000000564933	Jody McMillan	Network	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Desktop Support	Michael Barth	Workforce Services	Low	Closed	TTR Missed: No	0.65
INC000000564955	Jessica Ankenbauer	Application	Password	PGP		TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000564964	Oscar Molina	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000564975	Frances Curley	Application	Password	PGP		TIR Missed: No	0.00
	Rural South Desktop Support	Meladye Shively	Workforce Services	Low	Resolved	TTR Missed: No	0.41
INC000000564976	Deni Swanger	None	None	None		TIR Missed: No	0.27
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low	Closed	TTR Missed: No	0.90
INC000000564979	Jamie Escobia	None	None	None		TIR Missed: No	0.09
	Application Support - Content Man	Nate Olson	Workforce Services	Low	Closed	TTR Missed: No	0.09
INC000000564990	Connie Smith	Application	None	Novell GroupWise		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000565024	Wayne Lee	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000565031	Lanette Best	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.64
INC000000565053	Kerry Herrmann	Network	Password	Citrix ICA Client		TIR Missed: No	0.00
	Metro A Desktop Support	Adam Staks	Workforce Services	Low	Closed	TTR Missed: No	4.28
INC000000565078	Tina Dunyon	None	None	None		TIR Missed: No	0.02
	Metro A Desktop Support	Michael Barth	Workforce Services	Low	Closed	TTR Missed: No	0.02

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INC000000565082	Ivy Austria	Telecom	Voice Mail	Telephone		TIR Missed: No	0.05
	Voice Operations	Romanza Hamblin Sorensen	Workforce Services	Low	Closed	TTR Missed: No	1.76
INC000000565083	Ashley Baker	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.83
INC000000565107	Rachel Anderson	Application	Error	Novell ConsoleOne		TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	0.12
INC000000565114	Jackie Christensen	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	0.08
INC000000565116	Kenny Hicken	PC/Laptop	Hardware	ZENworks for Desktops		TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Closed	TTR Missed: No	0.06
INC000000565117	Judy Kearns	None	None	None		TIR Missed: No	0.22
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low	Closed	TTR Missed: No	1.54
INC000000565118	Shelley Esplin	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Rural South Desktop Support	Ryan Bennett	Workforce Services	Low	Closed	TTR Missed: No	0.07
INC000000565150	Toni C Ansel	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000565151	Kaylene Whicker	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.22
INC000000565158	Chris Holman	Application	Error	None		TIR Missed: No	0.40
	Application Support - Content Management	Randall Ottesen	Workforce Services	Low	Closed	TTR Missed: No	0.40
INC000000565166	Susan Munk	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000565175	Antonio Alconero	Application	Error	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.12
INC000000565179	Bryan Call	Telecom	Dial Tone	Telephone		TIR Missed: No	0.17
	Voice Operations	Romanza Hamblin Sorensen	Workforce Services	Low	Closed	TTR Missed: No	0.83
INC000000565199	Jamar Lee	None	None	None		TIR Missed: No	0.42
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low	Closed	TTR Missed: No	0.77
INC000000565211	Jocelyn Juber	Application	Error	Utah Works		TIR Missed: No	0.00
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low	Closed	TTR Missed: No	0.61
INC000000565226	Brian Thatcher	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000565230	Shonie Barker	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00

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INC000000565234	Sherry Stevens	Telecom	None	None		TIR Missed: No	0.07
	Voice Operations	Romanza Hamblin Sorensen	Workforce Services	Low	Resolved	TTR Missed: No	0.10
INC000000565236	Jill Kunde	Application	Error	Utah Works		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000565256	Melanie M Hales	None	None	None		TIR Missed: No	0.26
	Application Support - APEX	Dave Clark	Workforce Services	Low	Closed	TTR Missed: No	0.69
INC000000565272	Andrea Henderson	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000565277	Mark Allen Peterson	Application	Error	Microsoft Windows XP Professio		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Closed	TTR Missed: No	0.17
INC000000565284	Brenda Duvall	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000565288	Susan Munk	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000565299	Chris Gordon	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Closed	TTR Missed: No	0.15
INC000000565305	Robert Moyer	None	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Michael Barth	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000565317	Jackie Dalton	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000565330	James Jensen	Application	Reporting	None		TIR Missed: No	0.12
	Application Support - Data Warehouse	Clay Peacock	Workforce Services	Low	Closed	TTR Missed: No	2.30
INC000000565343	Stacy Anderson	Application	Error	Kofax ImageControls		TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000565346	Stacy Anderson	Application	Reporting	Utah Works		TIR Missed: No	0.00
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low	Closed	TTR Missed: No	0.38
INC000000565375	Lani Wilson-Klingsporn	Telecom	Voice Mail	Telephone		TIR Missed: No	0.20
	Voice Operations	Romanza Hamblin Sorensen	Workforce Services	Low	Closed	TTR Missed: No	0.86
INC000000565384	Lori Mair	Telecom	None	Telephone		TIR Missed: No	0.15
	Voice Operations	Leon Owen	Workforce Services	Low	Resolved	TTR Missed: No	0.25
INC000000565404	Alla Zilbershteyn	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Duane Hardy	Workforce Services	Low	Closed	TTR Missed: No	0.00
INC000000565413	Rebecca Sangberg	None	None	None		TIR Missed: No	0.95
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low	Closed	TTR Missed: No	1.12

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INC000000565414	Cassidy Carter	None	None	None		TIR Missed: No	0.00
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low	Closed	TTR Missed: No	0.56
INC000000565417	Yvette Woodland	None	None	None		TIR Missed: No	0.16
	Metro A Desktop Support	Mike Beynon	Workforce Services	Low	Resolved	TTR Missed: No	0.97
INC000000565427	Sherry Stevens	None	None	None		TIR Missed: No	0.38
	Rural North Desktop Support	Wayne Higgs	Workforce Services	Low	Resolved	TTR Missed: No	0.38
INC000000565461	Joann Wetzel	None	None	None		TIR Missed: No	0.16
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low	Closed	TTR Missed: No	0.16
INC000000565568	Valerie Argyle	Application	Password	Active Directory		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000565569	Kayl Smith	Application	None	Novell GroupWise		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000565600	Kathryn Neibert	Network	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000565608	Shauna Morgan	Application	None	None		TIR Missed: No	0.00
	Rural South Desktop Support	Doug Chaston	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000565615	Lien Le	Application	Password	Utah Electronic Resource and E		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000565618	Joanne Olsen	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Rural South Desktop Support	Scott Jesienouski	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000565620	Lana Mutz	Application	Password	Novell GroupWise		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.14
INC000000565624	Ryan Reeder	Application	Error	ZENworks for Desktops		TIR Missed: No	0.00
	Rural South Desktop Support	Scott Jesienouski	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000565642	Connie Perez	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.04
	Metro A Desktop Support	Eric Sedgwick	Workforce Services	Low	Resolved	TTR Missed: No	0.04
INC000000565646	Eric Tanner	Application	Error	Internet Explorer		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.13
INC000000565653	Jenine Wood	PC/Laptop	Performance	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.11
INC000000565667	Susan Munk	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000565687	Kaylee Ashdown	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.00

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INC000000565705	Tamie Turcasso	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low Resolved	TTR Missed: No	0.00
INC000000565719	Tracy Schroeder	PC/Laptop	Hardware	None	TIR Missed: No	0.00
	Rural North Desktop Support	Rodney Peterson	Workforce Services	Low Resolved	TTR Missed: No	0.00
INC000000565729	Lisa D Dowling	None	None	None	TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low Resolved	TTR Missed: No	0.00
INC000000565732	Kim Auberger	Application	Reporting	None	TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low Resolved	TTR Missed: No	0.00
INC000000565735	Worthy Glover Jr	PC/Laptop	Hardware	None	TIR Missed: No	0.07
	Rural South Desktop Support	Meladye Shively	Workforce Services	Low Resolved	TTR Missed: No	0.91
INC000000565737	Diane Hunter	Application	Password	DB2 Query Management Facility	TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Workforce Services	Low Resolved	TTR Missed: No	0.00
INC000000565755	Kim Auberger	Application	Error	NetMeeting	TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low Resolved	TTR Missed: No	0.14
INC000000565761	Elaine Montoya	PC/Laptop	Password	None	TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low Resolved	TTR Missed: No	0.23
INC000000565772	Jonathan Hardy	Mobile Devices	None	None	TIR Missed: No	0.09
	Application Services	Dustin Crump	Workforce Services	Low Resolved	TTR Missed: No	0.11
INC000000565777	Rebecca Bell	None	None	None	TIR Missed: No	0.16
	Metro A Desktop Support	Michael Barth	Workforce Services	Low Resolved	TTR Missed: Yes	7.69
INC000000565795	Leeann Herndon	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low Resolved	TTR Missed: No	0.00
INC000000565809	Fran Cannard	Telecom	Call/Receive	Telephone	TIR Missed: No	0.22
	Voice Operations	Leon Owen	Workforce Services	Low Resolved	TTR Missed: Yes	6.34
INC000000565810	Randilee Spencer	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low Resolved	TTR Missed: No	0.00
INC000000565826	Joel Finch	PC/Laptop	None	None	TIR Missed: No	0.16
	Metro A Desktop Support	Adam Staks	Workforce Services	Low Resolved	TTR Missed: No	0.16
INC000000565827	Lisa Zaugg	Application	Error	Utah Works	TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low Resolved	TTR Missed: No	0.41
INC000000565835	Ayelen Butler	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low Resolved	TTR Missed: No	0.00
INC000000565836	Cory Moss	Telecom	Feature	Telephone	TIR Missed: No	0.24
	Voice Operations	Romanza Hamblin Sorensen	Workforce Services	Low Resolved	TTR Missed: No	1.25

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INC000000565838	Jennifer Lee Nelson	None	None	None		TIR Missed: No	0.30
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Resolved	TTR Missed: No	0.30
INC000000565865	John Shrum	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Duane Hardy	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000565868	James Stavros	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000565877	Denise Iverson	None	None	None		TIR Missed: Yes	1.01
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low	Resolved	TTR Missed: No	1.37
INC000000565884	JaNea Lund	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.25
	Rural North Desktop Support	Dane Smith	Workforce Services	Low	Resolved	TTR Missed: No	0.25
INC000000565888	Connie Smith	Application	Password	Active Directory		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000565892	Cliff Whatcott	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000565896	Timothy Budd	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000565898	Lori Mair	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000565901	Brenda Duvall	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000565909	Jennifer Wright	Application	Error	eFIND/eSHARE		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.20
INC000000565915	Tim Olson	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Resolved	TTR Missed: No	0.15
INC000000565917	Veronica Comandone	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Resolved	TTR Missed: No	0.11
INC000000565920	Zenaida Martinez	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Resolved	TTR Missed: No	0.05
INC000000565938	Nathan Dopp	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000565941	Jessica Ankenbauer	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Resolved	TTR Missed: No	0.30
INC000000565949	Brenda Duvall	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00

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INC000000565959	Cassidy Carter	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000565980	Chris Gordon	None	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Kraig Ellis	Workforce Services	Low	Resolved	TTR Missed: No	0.90
INC000000565989	Vint DeGraw	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000565998	Sanobi Johnson	None	None	iPhone		TIR Missed: No	0.99
	Application Services	Dustin Crump	Workforce Services	Low	Resolved	TTR Missed: No	0.99
INC000000566006	Kathy Martinez	None	None	None		TIR Missed: No	0.39
	Application Support - Content Man	Randall Ottesen	Workforce Services	Low	Resolved	TTR Missed: No	0.39
INC000000566021	Spencer J gar	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Resolved	TTR Missed: No	0.31
INC000000566062	Darrin Nielsen	Mobile Devices	Error	iPhone		TIR Missed: No	0.35
	Application Services	Dustin Crump	Workforce Services	Low	Resolved	TTR Missed: No	1.98
INC000000566067	Jackie Dalton	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000566077	Ruby Blank	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Resolved	TTR Missed: No	0.18
INC000000566097	Krzysztof Barchanski	Application	Error	Utah Works		TIR Missed: No	0.00
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low	Resolved	TTR Missed: No	1.19
INC000000566113	Annette Hullinger	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000566116	Lisa Osborn	Application	Error	Novell Messenger		TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000566118	Candace Rockwell	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000566128	James Mitchell	PC/Laptop	Performance	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Jeremy Standifird	Workforce Services	Low	Resolved	TTR Missed: No	1.11
INC000000566142	Jody Sillitoe	Application	Error	Internet Explorer		TIR Missed: No	0.00
	Rural Central Desktop Support	Jeremy Standifird	Workforce Services	Low	Resolved	TTR Missed: No	0.92
INC000000566171	Debra Nordfelt	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratushniak	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000566225	Steven Fox	PC/Laptop	Error	None		TIR Missed: No	0.00
	Metro A Desktop Support	Michael Barth	Workforce Services	Low	Resolved	TTR Missed: Yes	6.88

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INC000000566232	Doris Robinson	Network	None	None		TIR Missed: No	0.00
	Network Operations	Michael Ostrander	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000566273	Christina Gale	Application	None	None		TIR Missed: No	0.00
	Rural South Desktop Support	Doug Chaston	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000566280	Robyn Thomas	Application	Error	Utah Works		TIR Missed: No	0.00
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low	Resolved	TTR Missed: No	0.03
INC000000566283	Edna Sanchez	Application	Error	Utah Works		TIR Missed: No	0.00
	Rural North Desktop Support	Neil Smedley	Workforce Services	Low	Resolved	TTR Missed: No	0.59
INC000000566295	Karen Quackenbush	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.31
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Resolved	TTR Missed: Yes	6.55
INC000000566305	Bonnie L Kelsey	Application	Error	VMware Workstation		TIR Missed: No	0.00
	Application Services	Ken Ainge	Workforce Services	Low	Resolved	TTR Missed: No	3.13
INC000000566323	Janet Cole	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000566356	Bonnie L Kelsey	Application	Error	Utah Works		TIR Missed: No	0.00
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low	Resolved	TTR Missed: No	0.31
INC000000566394	Jon Brewer	Application	Error	Utah Works		TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Resolved	TTR Missed: No	0.58
INC000000566397	Delana White	PC/Laptop	None	None		TIR Missed: No	0.25
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Resolved	TTR Missed: No	0.26
INC000000566402	Norman Keith	Application	Error	Utah Works		TIR Missed: No	0.00
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low	Resolved	TTR Missed: No	0.85
INC000000566409	Jefferson McClellan	Application	Password	eFIND/eSHARE		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.05
INC000000566414	Tami Hoffman	Application	Error	Utah Works		TIR Missed: No	0.02
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.17
INC000000566416	Anna Rodriguez	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000566463	Cheryl Karren	Application	Reporting	Utah Works		TIR Missed: No	0.40
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low	Resolved	TTR Missed: No	0.40
INC000000566467	Becky Thacker	Application	Reporting	Utah Works		TIR Missed: No	0.36
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low	Resolved	TTR Missed: No	0.36
INC000000566468	Carol Hansen	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.37
	Rural South Desktop Support	Lane Adams	Workforce Services	Low	Resolved	TTR Missed: No	0.39

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INC000000566469	Becky Thacker	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Jessica Purcell	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000566475	James Stavros	Application	Error	Novell GroupWise		TIR Missed: No	0.00
	Rural Central Desktop Support	Jeremy Standifird	Workforce Services	Low	Resolved	TTR Missed: No	1.23
INC000000566477	William Hoang	Application	Reporting	Utah Works		TIR Missed: No	0.30
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low	Resolved	TTR Missed: No	0.30
INC000000566482	Wendy Horne	None	None	None		TIR Missed: No	0.00
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low	Resolved	TTR Missed: No	1.00
INC000000566495	Randi Bell	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Jessica Purcell	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000566508	Lynda Bonner	None	None	None		TIR Missed: No	0.00
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low	Resolved	TTR Missed: No	1.53
INC000000566516	Janet Cole	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000566524	Teri Brinkerhoff	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000566533	Rosa Jimenez	Application	Error	Utah Works		TIR Missed: Yes	1.28
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low	Resolved	TTR Missed: No	1.28
INC000000566549	Penni Dehaan	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000566559	Natasha Davis	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000566566	Neil Rollins	None	None	None		TIR Missed: No	0.06
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.07
INC000000566569	Gerald Gansey	Application	Error	Mycases		TIR Missed: No	0.00
	Rural North Desktop Support	Don Higgs	Workforce Services	Low	Closed	TTR Missed: No	0.38
INC000000566570	Marie Higgins	Telecom	Call/Receive	Telephone		TIR Missed: No	0.27
	Voice Operations	Romanza Hamblin Sorensen	Workforce Services	Low	Resolved	TTR Missed: No	1.63
INC000000566577	Wendy Rosenthal	None	None	None		TIR Missed: Yes	3.80
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low	Resolved	TTR Missed: No	3.80
INC000000566584	Cecilia Giron	None	None	None		TIR Missed: No	0.15
	Voice Operations	Kelly Johnson	Workforce Services	Low	Resolved	TTR Missed: No	0.97
INC000000566585	Samuel Hendricksen	None	None	None		TIR Missed: No	0.73
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low	Resolved	TTR Missed: No	0.73

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INC000000566587	Jamie Escobia	None	None	None		TIR Missed: No	0.96
	Application Support - UWORKS	Shane Otvos	Workforce Services	High	Resolved	TTR Missed: No	0.96
INC000000566589	Lien Le	None	None	None		TIR Missed: No	0.95
	Application Support - UWORKS	Shane Otvos	Workforce Services	High	Resolved	TTR Missed: No	0.95
INC000000566595	Mary Jacobs	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000566596	Bryan Beckstrom	None	None	None		TIR Missed: Yes	2.80
	Application Support - UWORKS	Shane Otvos	Workforce Services	High	Resolved	TTR Missed: No	2.80
INC000000566599	Lauren Barker	None	None	None		TIR Missed: Yes	2.88
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low	Resolved	TTR Missed: No	2.88
INC000000566604	Sarah Smith	None	None	None		TIR Missed: Yes	2.77
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low	Resolved	TTR Missed: No	2.77
INC000000566618	Bonnie L Kelsey	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Desktop Support	Adam Staks	Workforce Services	Low	Resolved	TTR Missed: No	0.36
INC000000566622	Frances Curley	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000566628	Brie Lenhart	Application	Reporting	None		TIR Missed: No	0.15
	Application Support - Web Dev	Chad Thompson	Workforce Services	Low	Resolved	TTR Missed: No	1.95
INC000000566630	Cecilia Giron	PC/Laptop	None	None		TIR Missed: No	0.05
	Metro A Desktop Support	Adam Staks	Workforce Services	Low	Resolved	TTR Missed: No	3.31
INC000000566636	Tina Kappos	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Resolved	TTR Missed: No	
INC000000566637	Ginger Humphrey	Application	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Desktop Support	Robert Wall	Workforce Services	Low	Resolved	TTR Missed: No	0.46
INC000000566644	Penni Dehaan	Application	Password	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	
INC000000566655	Bonnie L Kelsey	None	None	None		TIR Missed: No	0.00
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low	Resolved	TTR Missed: No	2.41
INC000000566658	Rebecca D Anderson	Application	None	None		TIR Missed: No	0.43
	Application Services	Bart Purser	Workforce Services	Low	Resolved	TTR Missed: Yes	8.89
INC000000566662	Gary Newren	Application	Reporting	Utah Works		TIR Missed: No	0.12
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low	Resolved	TTR Missed: No	0.12
INC000000566673	Debbie Lyberger	PC/Laptop	Error	Microsoft Windows XP Professio		TIR Missed: No	0.00
	Metro A Desktop Support	Michael Barth	Workforce Services	Low	Resolved	TTR Missed: No	0.45

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INC000000566682	Melisa Stark	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000566685	Jonathan R Fatz	None	None	None		TIR Missed: No	0.23
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Resolved	TTR Missed: No	0.23
INC000000566692	Kristin Hayward	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Cal Brinton	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000566699	Lauryn Miller	None	None	None		TIR Missed: Yes	1.57
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low	Resolved	TTR Missed: No	1.57
INC000000566703	Shirley Hilton	None	None	None		TIR Missed: Yes	1.66
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low	Resolved	TTR Missed: No	1.66
INC000000566709	Steven Coray	None	None	None		TIR Missed: Yes	1.39
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low	Resolved	TTR Missed: No	1.39
INC000000566723	Art Fracchia	Application	Error	Utah Works		TIR Missed: No	0.00
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low	Resolved	TTR Missed: No	1.13
INC000000566724	Cheryl Karren	Application	Reporting	Utah Works		TIR Missed: Yes	1.13
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low	Resolved	TTR Missed: No	1.13
INC000000566725	Nan Powell	Application	None	Utah Works		TIR Missed: Yes	1.51
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low	Resolved	TTR Missed: No	1.51
INC000000566737	Rebecca Pittman	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Jessica Purcell	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000566751	Bruce Lamb	Application	Error	Utah Works		TIR Missed: No	0.00
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low	Resolved	TTR Missed: No	0.12
INC000000566759	Michael Wride	Application	Error	Utah Works		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.15
INC000000566773	Nicola Stark	Application	Error	Utah Works		TIR Missed: No	0.00
	Application Support - UWORKS	None	Workforce Services	Low	Resolved	TTR Missed: No	
INC000000566774	Kay Canterbury	Application	Error	DWS Web		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.70
INC000000566820	Alana Boscan	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000566834	Ler Wah	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Resolved	TTR Missed: No	0.07
INC000000566843	Sylvia Weight	None	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Resolved	TTR Missed: No	

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INC000000566851	Sameera Iqbal	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low Resolved	TTR Missed: No	0.00
INC000000566870	David Jensen	PC/Laptop	None	None	TIR Missed: No	0.00
	Rural South Desktop Support	Lance Nay	Workforce Services	Low Resolved	TTR Missed: No	0.00
INC000000566873	Cynthia Arnold	PC/Laptop	Hardware	None	TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low Resolved	TTR Missed: No	0.41
INC000000566876	Wayne Fillmore	PC/Laptop	None	None	TIR Missed: No	0.00
	Rural South Desktop Support	Lance Nay	Workforce Services	Low Resolved	TTR Missed: No	0.00
INC000000566881	Cathy Bell	PC/Laptop	None	None	TIR Missed: No	0.00
	Rural South Desktop Support	Lance Nay	Workforce Services	Low Resolved	TTR Missed: No	0.00
INC000000566882	Sameera Iqbal	Application	Password	Active Directory	TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low Resolved	TTR Missed: No	0.00
INC000000566892	Bradley Salmond	Application	Password	Active Directory	TIR Missed: No	0.32
	Metro A Desktop Support	Kraig Ellis	Workforce Services	Low Resolved	TTR Missed: No	0.71
INC000000566895	Cynthia Arnold	PC/Laptop	Hardware	None	TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low Resolved	TTR Missed: No	0.18
INC000000566899	Barbara Croft	PC/Laptop	Hardware	None	TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low Resolved	TTR Missed: No	0.15
INC000000566902	Jason Miller	Application	Error	ZENworks for Desktops	TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low Resolved	TTR Missed: No	0.11
INC000000566904	Jason Miller	Application	Error	None	TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low Resolved	TTR Missed: No	0.07
INC000000566918	Katherine Pace	Application	Reporting	Utah Works	TIR Missed: No	0.20
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low Resolved	TTR Missed: No	0.20
INC000000566946	Jon Brewer	None	None	None	TIR Missed: No	0.02
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low Resolved	TTR Missed: No	0.02
INC000000567029	Doris Robinson	None	None	None	TIR Missed: No	0.00
	Voice/Data/WAN Services	Spencer Blodgett	Workforce Services	Low Resolved	TTR Missed: No	0.00
INC000000567065	Scott Butterfield	None	None	None	TIR Missed: No	0.00
	Rural South Desktop Support	Lance Nay	Workforce Services	Low Resolved	TTR Missed: No	0.00
INC000000567069	Jamar Lee	Application	Error	Utah Works	TIR Missed: No	0.00
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low Resolved	TTR Missed: No	0.59
INC000000567072	Cathy Swain	Application	Error	None	TIR Missed: No	0.00
	Rural South Desktop Support	Doug Thornton	Workforce Services	Low Resolved	TTR Missed: No	0.00

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INC000000567079	Karen Shepherd	Network	None	None		TIR Missed: No	0.00
	Rural South Desktop Support	Doug Chaston	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000567081	Bradley Salmond	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000567090	Sheryl Nisely	Application	Error	ZENworks for Desktops		TIR Missed: No	0.00
	Rural South Desktop Support	Ryan Bennett	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000567092	Deni Swanger	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000567098	Frances Curley	Application	None	ZENworks for Desktops		TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000567100	Shawna Gelhard	PC/Laptop	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Adam Staks	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000567106	William Greer	Application	Error	Utah Works		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.19
INC000000567108	Deni Swanger	Application	Reporting	Utah Works		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000567114	Tom Turley	Application	Error	Citrix ICA Client		TIR Missed: No	0.00
	Metro A Desktop Support	Adam Staks	Workforce Services	Low	Resolved	TTR Missed: No	0.21
INC000000567116	Sheila Belnap	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Cal Brinton	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000567119	Heather Knowlton	Application	Error	Utah Works		TIR Missed: No	0.00
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low	Resolved	TTR Missed: No	
INC000000567123	Darcy Osborn	Application	Error	ZENworks for Desktops		TIR Missed: No	0.00
	Rural South Desktop Support	Ryan Bennett	Workforce Services	Low	Resolved	TTR Missed: No	0.58
INC000000567128	Anna Rodriguez	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000567130	Becky Thacker	Application	Reporting	Utah Works		TIR Missed: No	0.49
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low	Resolved	TTR Missed: No	0.58
INC000000567134	Debbie Zaugg	Application	Reporting	Utah Works		TIR Missed: No	0.61
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low	Resolved	TTR Missed: No	0.61
INC000000567139	John Cone	Network	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.09
INC000000567141	Lesa Westfall	Application	Error	Utah Works		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.10

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INC000000567143	Ashley Tolman Metro A Desktop Support	Network Michael Barth	Error Workforce Services	Novell Client for 32-bit Windows Low	TIR Missed: No Resolved TTR Missed: No	0.29 1.22
INC000000567149	Darrell Wilson Application Support - UWORKS	Application Shane Otvos	Reporting Workforce Services	Utah Works Low	TIR Missed: Yes Resolved TTR Missed: No	1.66 1.66
INC000000567150	Jackie Christensen Application Support - UWORKS	Application None	Error Workforce Services	Utah Works Low	TIR Missed: No Resolved TTR Missed: No	0.25 0.25
INC000000567151	Jamie Escobia Technical Application Help Desk	Application None	Error Workforce Services	Utah Works Low	TIR Missed: No Resolved TTR Missed: No	0.00
INC000000567156	Margie Mohler Technical Application Help Desk	Application None	Error Workforce Services	Utah Works Low	TIR Missed: No Resolved TTR Missed: No	0.00
INC000000567157	Lauri Green Metro A Help Desk	Application Liz Evans	Error Workforce Services	Utah Works Low	TIR Missed: No Resolved TTR Missed: No	0.00
INC000000567171	Jacki Andrew Technical Application Help Desk	Application None	Error Workforce Services	Utah Works Low	TIR Missed: No Resolved TTR Missed: No	0.00
INC000000567172	Connie Tidwell Metro A Help Desk	Application Ed Conrad	Error Workforce Services	Utah Works Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.01
INC000000567179	Stacy Anderson Application Support - UWORKS	Application Shane Otvos	Error Workforce Services	Utah Works Low	TIR Missed: No Resolved TTR Missed: No	0.00 1.34
INC000000567187	Sharen Welsh Metro A Help Desk	Application Ed Conrad	Error Workforce Services	Utah Works Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.01
INC000000567189	Happi Hansen Metro A Desktop Support	Application Adam Staks	None Workforce Services	None Low	TIR Missed: No Resolved TTR Missed: No	0.13 0.13
INC000000567194	Janice Bitsoie Metro A Help Desk	Application Ed Conrad	Error Workforce Services	ZENworks for Desktops Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.31
INC000000567198	Samuel Hendricksen Metro A Help Desk	Application Liz Evans	Error Workforce Services	Utah Works Low	TIR Missed: No Resolved TTR Missed: No	0.00
INC000000567201	Aaron Carlsen Metro A Help Desk	Application Liz Evans	Error Workforce Services	Utah Works Low	TIR Missed: No Resolved TTR Missed: No	0.00
INC000000567204	Deni Swanger Application Support - UWORKS	None Shane Otvos	None Workforce Services	None Low	TIR Missed: Yes Resolved TTR Missed: No	1.15 1.15
INC000000567209	Autumn Armstrong DWS Desktop Services	Application None	Error Workforce Services	Utah Works Low	TIR Missed: No Resolved TTR Missed: No	0.00
INC000000567214	Denise Pierson Rural South Desktop Support	None Doug Chaston	None Workforce Services	None Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.00

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INC000000567220	JaNea Lund Metro A Help Desk	Application Liz Evans	Error Workforce Services	Utah Works Low	Resolved	TIR Missed: No TTR Missed: No	0.00
INC000000567222	Brad Kelstrom Metro A Help Desk	Application Liz Evans	Error Workforce Services	Utah Works Low	Resolved	TIR Missed: No TTR Missed: No	0.00
INC000000567223	Coy Hoskins Technical Application Help Desk	Application None	Error Workforce Services	Utah Works Low	Resolved	TIR Missed: No TTR Missed: No	0.00
INC000000567226	Mary Silva Metro A Help Desk	Application Liz Evans	Error Workforce Services	Utah Works Low	Resolved	TIR Missed: No TTR Missed: No	0.00
INC000000567228	Jeri Uresk Technical Application Help Desk	Application None	Error Workforce Services	Utah Works Low	Resolved	TIR Missed: No TTR Missed: No	0.00
INC000000567230	Katherine Pace Metro A Help Desk	Application Liz Evans	Error Workforce Services	Utah Works Low	Resolved	TIR Missed: No TTR Missed: No	0.00
INC000000567231	Dennie Tsuya Application Support - UWORKS	None Shane Otvos	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.84 0.84
INC000000567235	Tammy Berrie Metro A Help Desk	Application Liz Evans	Error Workforce Services	ZENworks for Desktops Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.12
INC000000567245	David Chatterley Metro A Help Desk	Application Edward Fortner	Error Workforce Services	Utah Works Low	Resolved	TIR Missed: No TTR Missed: No	0.00
INC000000567248	Marie Higgins Technical Application Help Desk	Application None	Error Workforce Services	Utah Works Low	Resolved	TIR Missed: No TTR Missed: No	0.00
INC000000567251	Hanh Nguyen Technical Application Help Desk	Application None	Error Workforce Services	Utah Works Low	Resolved	TIR Missed: No TTR Missed: No	0.00
INC000000567255	Brad V Bailey Metro A Help Desk	Application Edward Fortner	Error Workforce Services	Utah Works Low	Resolved	TIR Missed: No TTR Missed: No	0.00
INC000000567259	Jon Brewer Metro A Help Desk	Application Edward Fortner	Error Workforce Services	Utah Works Low	Resolved	TIR Missed: No TTR Missed: No	0.00
INC000000567264	Janae Parker Metro A Help Desk	Application Edward Fortner	Error Workforce Services	Utah Works Low	Resolved	TIR Missed: No TTR Missed: No	0.00
INC000000567273	Anthony Smith Rural North Desktop Support	Network Dane Smith	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.23 0.23
INC000000567281	Rodney Peterson Technical Application Help Desk	Application None	Error Workforce Services	Utah Works Low	Resolved	TIR Missed: No TTR Missed: No	0.00
INC000000567286	Darcy Osborn Rural South Desktop Support	Application Doug Chaston	None Workforce Services	ZENworks for Desktops Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.92

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INC000000567289	Jessica Staker	Application	None	Novell GroupWise	TIR Missed: No	0.10
	Metro A Desktop Support	Kraig Ellis	Workforce Services	Low Resolved	TTR Missed: No	0.87
INC000000567302	Steven Coray	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low Resolved	TTR Missed: No	0.00
INC000000567333	Paul Ruth	Application	Error	Utah Works	TIR Missed: No	0.00
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low Resolved	TTR Missed: No	1.40
INC000000567344	Ashley Johnson	None	None	None	TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low Resolved	TTR Missed: No	0.00
INC000000567356	Susan Munk	None	None	None	TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low Resolved	TTR Missed: No	0.00
INC000000567362	Vint DeGraw	None	None	None	TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low Resolved	TTR Missed: No	0.00
INC000000567375	Tracy Harris-Belnap	Application	Error	DWS Web	TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low Resolved	TTR Missed: No	0.22
INC000000567380	Kathy Link	None	None	None	TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low Resolved	TTR Missed: No	0.00
INC000000567382	Tracia Sullivan	None	None	None	TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low Resolved	TTR Missed: No	0.00
INC000000567388	Penni Dehaan	Application	Error	None	TIR Missed: No	0.00
	Metro A Desktop Support	Kraig Ellis	Workforce Services	Low Resolved	TTR Missed: No	0.07
INC000000567392	Tiffany Whitney	None	None	None	TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low Resolved	TTR Missed: No	0.00
INC000000567416	Lani Wilson-Klingsporn	Application	Error	Mycases	TIR Missed: No	0.00
	Technical Application Help Desk	Victoria Brush	Workforce Services	Low Resolved	TTR Missed: No	0.22
INC000000567420	Nan Powell	Application	Reporting	Utah Works	TIR Missed: No	0.00
	Rural South Desktop Support	Meladye Shively	Workforce Services	Low Resolved	TTR Missed: No	0.42
INC000000567443	Rebecca Sangberg	None	None	None	TIR Missed: No	0.14
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low Resolved	TTR Missed: No	2.59
INC000000567444	Dereje Shawl	Application	Error	Utah Works	TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low Resolved	TTR Missed: No	0.07
INC000000567446	Robin Parker	Application	Error	Avaya CentreVu Supervisor	TIR Missed: No	0.00
	Rural South Desktop Support	Lance Nay	Workforce Services	Low Resolved	TTR Missed: No	0.46
INC000000567453	Jenica Sheldon	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low Resolved	TTR Missed: No	0.13

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INC000000567462	Jaime Henriquez	Application	Error	None		TIR Missed: No	0.00
	Metro B Desktop Support	Jay Locker	Workforce Services	Low	Resolved	TTR Missed: No	0.33
INC000000567465	Bonnie L Kelsey	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Resolved	TTR Missed: No	3.24
INC000000567470	Lesa Westfall	Application	None	Utah Works		TIR Missed: No	0.25
	Technical Application Help Desk	Victoria Brush	Workforce Services	Low	Resolved	TTR Missed: No	0.25
INC000000567472	De Ette Richards	Application	Error	None		TIR Missed: No	0.00
	Application Services	Ken Ainge	Workforce Services	Low	Resolved	TTR Missed: No	3.84
INC000000567477	Teri Brinkerhoff	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Resolved	TTR Missed: No	0.04
INC000000567478	Patrea Faulkner	Network	Error	None		TIR Missed: Yes	2.99
	Application Services	Bart Purser	Workforce Services	Low	Resolved	TTR Missed: Yes	11.82
INC000000567479	Colby Dalton	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000567480	Rebecca Weston	None	None	None		TIR Missed: Yes	3.48
	Application Services	Paul Lundell	Workforce Services	Low	Resolved	TTR Missed: No	3.48
INC000000567486	Rachel Gleason	None	None	None		TIR Missed: No	0.25
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.25
INC000000567488	Jane Randquist	None	None	None		TIR Missed: No	0.32
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.32
INC000000567489	Connie Green	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	
INC000000567491	Dyanna Butterworth	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	
INC000000567493	Janice Nelson	None	None	None		TIR Missed: No	0.00
	Application Services	Paul Lundell	Workforce Services	Low	Resolved	TTR Missed: No	
INC000000567495	Annamarie Collins	Network	Error	None		TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Workforce Services	Low	Resolved	TTR Missed: No	0.35
INC000000567496	Kari L Allen	None	None	None		TIR Missed: No	0.24
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.24
INC000000567498	Terrie Bouck	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	
INC000000567502	Crystal Neil	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	

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INC000000567503	Koral Vasquez	Application	Error	Novell GroupWise	TIR Missed: No	0.00
	Rural North Desktop Support	Neil Smedley	Workforce Services	Low Resolved	TTR Missed: No	0.00
INC000000567506	Jefferson Barrett	None	None	None	TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low Resolved	TTR Missed: No	
INC000000567507	Lindsey Caffall-Davis	None	None	None	TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low Resolved	TTR Missed: No	
INC000000567508	Laura Pearson	None	None	None	TIR Missed: No	0.00
	Rural South Desktop Support	Scott Jesienouski	Workforce Services	Low Resolved	TTR Missed: No	
INC000000567511	Brenda Johnson	None	None	None	TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low Resolved	TTR Missed: No	
INC000000567513	Natasha Davis	PC/Laptop	None	None	TIR Missed: No	0.00
	Rural North Desktop Support	Neil Smedley	Workforce Services	Low Resolved	TTR Missed: No	0.00
INC000000567514	Debbi Warmus	Network	Error	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Workforce Services	Low Resolved	TTR Missed: No	0.18
INC000000567516	Natasha Davis	Application	Password	None	TIR Missed: No	0.00
	Rural North Desktop Support	Neil Smedley	Workforce Services	Low Resolved	TTR Missed: No	0.00
INC000000567522	Becky Fisher	None	None	None	TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low Resolved	TTR Missed: No	0.14
INC000000567523	Joyce Henline	Application	Error	Content Manager	TIR Missed: No	0.00
	Metro B Desktop Support	Mike Wilde	Workforce Services	Low Resolved	TTR Missed: No	1.65
INC000000567527	Teresa Gentry	None	None	None	TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low Resolved	TTR Missed: No	0.00
INC000000567532	Jonathan Simmons	Application	Error	Internet Explorer	TIR Missed: No	0.12
	Metro A Desktop Support	Mike Beynon	Workforce Services	Low Resolved	TTR Missed: No	0.50
INC000000567535	Noelle Bradford	None	None	None	TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low Resolved	TTR Missed: No	0.00
INC000000567536	Gloria De Vaca	None	None	None	TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low Resolved	TTR Missed: No	
INC000000567537	Milton Olsen	None	None	None	TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low Resolved	TTR Missed: No	
INC000000567539	Gloria De Vaca	Remote Connectivity	Performance	None	TIR Missed: Yes	2.16
	Application Services	Terry Forsgren	Workforce Services	Medium Resolved	TTR Missed: No	3.36
INC000000567540	Elizabeth Thorpe	Application	Error	None	TIR Missed: No	0.00
	Application Services	Terry Forsgren	Workforce Services	Low Resolved	TTR Missed: No	4.04

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INC000000567546	Rachele Donathan Rural South Desktop Support	Application Lane Adams	Error Workforce Services	Kofax ImageControls Low	TIR Missed: No TTR Missed: No	0.00 1.25
INC000000567552	Alfredo Travassos Jr Network Operations	None Dave Bodily	None Workforce Services	None Low	TIR Missed: No TTR Missed: No	0.00
INC000000567554	Jennifer Doxey Metro A Help Desk	Application Ed Conrad	Error Workforce Services	Citrix ICA Client Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000567556	Deni Swanger Application Support - UWORKS	None Shane Otvos	None Workforce Services	None Low	TIR Missed: No TTR Missed: No	0.23 2.86
INC000000567563	Lauryn Miller Metro A Help Desk	Network Ed Conrad	Password Workforce Services	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000567575	Jeff Shockley Metro A Help Desk	Application Ed Conrad	Error Workforce Services	Citrix ICA Client Low	TIR Missed: No TTR Missed: No	0.00 2.24
INC000000567582	Chris Gordon Metro A Help Desk	None Edward Fortner	None Workforce Services	None Low	TIR Missed: No TTR Missed: No	0.00 0.35
INC000000567607	Linda Hansen Metro A Help Desk	Application Ed Conrad	Error Workforce Services	None Low	TIR Missed: No TTR Missed: No	0.07 0.28
INC000000567611	Rick Kowalczyk Metro A Hosting	None Tom Carney	None Workforce Services	None Low	TIR Missed: No TTR Missed: No	0.34 1.08
INC000000567619	Victor Angles Metro A Help Desk	None Edward Fortner	None Workforce Services	None Low	TIR Missed: No TTR Missed: No	0.07 0.11
INC000000567622	Lara Rudloff Metro A Help Desk	Application Ed Conrad	Error Workforce Services	Citrix ICA Client Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000567632	Benjamin Hart Voice Operations	Telecom Romanza Hamblin Sorensen	Call/Receive Workforce Services	Telephone Low	TIR Missed: No TTR Missed: No	0.11 0.17
INC000000567633	Natasha Davis Application Support - UWORKS	Application Shane Otvos	Error Workforce Services	Utah Works Low	TIR Missed: No TTR Missed: No	0.00 0.85
INC000000567641	April Galinski Metro A Help Desk	None Liz Evans	None Workforce Services	None Low	TIR Missed: No TTR Missed: No	0.00
INC000000567646	Dawn Nelson Metro A Help Desk	None Liz Evans	None Workforce Services	None Low	TIR Missed: No TTR Missed: No	0.00
INC000000567651	Jody McMillan Metro A Desktop Support	None Michael Barth	None Workforce Services	None Low	TIR Missed: No TTR Missed: No	0.07 0.35
INC000000567656	Kim Wilcox Metro A Help Desk	None Liz Evans	None Workforce Services	None Low	TIR Missed: No TTR Missed: No	0.00

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INC000000567659	Sherry Bird Metro A Help Desk	None Liz Evans	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00
INC000000567666	Eric Anderson Metro A Desktop Support	Network Tracy VanderVaart	Password Workforce Services	ZENworks for Desktops Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.26
INC000000567672	Donna Ferrozzo Help Desk	Application Vicky Marrelli	Password Workforce Services	Utah Master Directory Low	Resolved	TIR Missed: No TTR Missed: No	0.07 0.33
INC000000567675	Ma'afala Koko Metro A Desktop Support	PC/Laptop Eric Sedgwick	Error Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.07 0.07
INC000000567686	Kathy Martinez Metro A Help Desk	Application Liz Evans	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00
INC000000567692	Cory Olson Application Support - UWORKS	Application Shane Otvos	Error Workforce Services	Utah Works Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.55
INC000000567699	Jonathan R Fatz Metro A Help Desk	Application Ed Conrad	Error Workforce Services	Utah Works Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.22
INC000000567713	Vicki Giesler Metro A Help Desk	None Edward Fortner	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.43
INC000000567732	Kiersten Nielsen Application Support - UWORKS	None Shane Otvos	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.70 0.70
INC000000567738	Nan Powell Application Support - UWORKS	Application Jeff Pryor	Reporting Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.49 0.77
INC000000567741	David Busk Rural South Desktop Support	Application Lance Nay	Error Workforce Services	Utah Works Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000567744	Debbie Sheldon Operations Production Control	None Christie Burnham	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.18 0.18
INC000000567748	Benjamin R Patterson Metro A Help Desk	None Edward Fortner	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.59
INC000000567750	Christopher Myers Metro A Help Desk	PC/Laptop Liz Evans	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00
INC000000567757	Sonja Sheffer Operations Production Control	None Cal Brinton	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000567766	Kathy Martinez Metro A Help Desk	None Edward Fortner	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00
INC000000567767	Teal Davis Metro A Help Desk	None Edward Fortner	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00

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INC000000567770	Kim Raddon Metro A Help Desk	None Edward Fortner	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00
INC000000567772	Mary Conder Metro A Help Desk	None Edward Fortner	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00
INC000000567774	Theresa Tann Metro A Help Desk	None Edward Fortner	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00
INC000000567785	Martin Palmer Metro A Help Desk	None Edward Fortner	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00
INC000000567786	Kim Wilcox Metro A Help Desk	None Edward Fortner	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00
INC000000567795	Betty Betham Metro A Help Desk	None Edward Fortner	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00
INC000000567796	Linda Hansen Metro A Help Desk	None Edward Fortner	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00
INC000000567799	Sandy Flores Metro A Help Desk	None Edward Fortner	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00
INC000000567803	Jill Black Rural North Desktop Support	Print/Copy/Scan/Fax Dane Smith	Incident Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000567805	Rebecca Hatch Metro A Help Desk	None Edward Fortner	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00
INC000000567808	Lori Mair Rural Central Desktop Support	None Jessica Purcell	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000567809	Jill Black Rural North Desktop Support	PC/Laptop Dane Smith	None Workforce Services	Internet Explorer Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000567810	Jill Black Rural North Desktop Support	PC/Laptop Dane Smith	Hardware Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000567812	Jill Black Rural North Desktop Support	Application Dane Smith	None Workforce Services	Internet Explorer Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000567813	Perry Colette Application Services	None Tony Larsen	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000567815	Jill Black Rural North Desktop Support	PC/Laptop Dane Smith	Performance Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000567846	Vicki Giesler Application Support - UWORKS	None Shane Otvos	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.38

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INC000000567852	William Greer	Application	Error	Utah Works		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000567866	Kim-Ngan Lam	Application	Error	Utah Works		TIR Missed: No	0.00
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low	Resolved	TTR Missed: No	0.53
INC000000567867	Cindy Gillespie	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000567881	Jaime Kaneshiro	Network	Error	Microsoft Windows XP Professio		TIR Missed: No	0.00
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Resolved	TTR Missed: No	0.17
INC000000567882	Lucy Johnson	Network	Error	ZENworks for Desktops		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.09
INC000000567890	Gloria De Vaca	Network	Error	None		TIR Missed: No	0.00
	Network Operations	Dave Bodily	Workforce Services	Low	Resolved	TTR Missed: Yes	10.23
INC000000567894	Theresa Chief Eagle	None	None	None		TIR Missed: Yes	1.05
	Application Support - Data Wareho	Clay Peacock	Workforce Services	Low	Closed	TTR Missed: No	1.05
INC000000567908	Darren Sheffer	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Duane Hardy	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000567911	Stacy Stenovich	None	None	None		TIR Missed: No	0.10
	Voice Operations	Romanza Hamblin Sorensen	Workforce Services	Low	Resolved	TTR Missed: No	0.81
INC000000567921	Zenaida Martinez	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000567922	Shelley Dial	PC/Laptop	Password	Active Directory		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.10
INC000000567927	Robin Parker	Application	Error	Avaya CentreVu Supervisor		TIR Missed: No	0.00
	Rural South Desktop Support	Lance Nay	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000567939	Kristie Mikstas	None	None	None		TIR Missed: No	0.60
	Application Support - Web Dev	Luke Arabasz	Workforce Services	Low	Resolved	TTR Missed: No	0.64
INC000000567945	Cynthia McDaniel	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.86
INC000000567949	John Evans	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Duane Hardy	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000567950	Donald Senter	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Desktop Support	Mike Beynon	Workforce Services	Low	Resolved	TTR Missed: No	0.25
INC000000567966	Rebecca Bell	None	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Michael Barth	Workforce Services	Low	Resolved	TTR Missed: No	0.50

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INC000000567970	David Cote	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.02
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Resolved	TTR Missed: No	0.40
INC000000567974	Gerald Brown	Mobile Devices	Error	iPhone		TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000567991	Jaime Henriquez	Application	Error	Content Manager		TIR Missed: No	0.06
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.28
INC000000567994	Jaime Henriquez	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Duane Hardy	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000568008	Loggins Merrill	Telecom	IP	Avaya IP Softphone		TIR Missed: No	0.19
	Voice Operations	Leon Owen	Workforce Services	Low	Resolved	TTR Missed: No	0.93
INC000000568016	Melinda Adams	Network	Error	None		TIR Missed: No	0.00
	Network Operations	Michael Ostrander	Workforce Services	Low	Resolved	TTR Missed: No	0.30
INC000000568025	Galina Greer	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	
INC000000568030	Norman Nakamura	None	None	None		TIR Missed: Yes	2.75
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Resolved	TTR Missed: No	2.75
INC000000568044	Mary Gehman-Smith	Telecom	Call Management	Telephone		TIR Missed: No	0.28
	Voice Operations	Romanza Hamblin Sorensen	Workforce Services	Low	Resolved	TTR Missed: No	0.64
INC000000568054	Trish West	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	
INC000000568058	Greg Paras	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Duane Hardy	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000568061	Galina Greer	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Resolved	TTR Missed: No	0.08
INC000000568077	Brooke Coster	Application	Error	Utah Works		TIR Missed: No	0.00
	Application Support - UWORKS	Eric Strong	Workforce Services	High	Resolved	TTR Missed: No	2.16
INC000000568081	Delma White	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Duane Hardy	Workforce Services	Low	Resolved	TTR Missed: No	2.24
INC000000568084	Courtney Marshall	Application	Error	Utah Works		TIR Missed: No	0.00
	Application Support - UWORKS	None	Workforce Services	Low	Resolved	TTR Missed: No	
INC000000568086	Natalie Knudson	Application	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	
INC000000568089	Paul Wright	Application	Error	Utah Works		TIR Missed: No	0.00
	Application Support - UWORKS	None	Workforce Services	Low	Resolved	TTR Missed: No	

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INC000000568093	Marcia J Lea Metro A Help Desk	Application Liz Evans	Error Workforce Services	Utah Works Low	Resolved	TIR Missed: No TTR Missed: No	0.00
INC000000568094	Jacquelyn Harris Application Support - UWORKS	Application None	Error Workforce Services	Utah Works Low	Resolved	TIR Missed: No TTR Missed: No	0.00
INC000000568095	Margie Mohler Application Support - UWORKS	Application None	Error Workforce Services	Utah Works Low	Resolved	TIR Missed: No TTR Missed: No	0.00
INC000000568096	Steven Coray Application Support - UWORKS	Application None	Error Workforce Services	Utah Works Low	Resolved	TIR Missed: No TTR Missed: No	0.00
INC000000568098	Leonardo A Gramajo Application Support - UWORKS	Application None	Error Workforce Services	Utah Works Low	Resolved	TIR Missed: No TTR Missed: No	0.00
INC000000568108	LaDawn Rivera Metro A Help Desk	Print/Copy/Scan/Fax Ed Conrad	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.23 0.40
INC000000568110	Shelley Dial Metro A Help Desk	Application Liz Evans	Error Workforce Services	Utah Works Low	Resolved	TIR Missed: No TTR Missed: No	0.00
INC000000568116	Christine Mayne Application Support - UWORKS	None Eric Strong	None Workforce Services	None Low	Resolved	TIR Missed: Yes TTR Missed: No	1.43 1.43
INC000000568139	Pamela Surakhun Metro A Help Desk	None Ed Conrad	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000568140	Javier Hernandez Metro A Help Desk	Network Ed Conrad	Password Workforce Services	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000568143	Katie Dietz Metro A Desktop Support	PC/Laptop Adam Staks	Virus Workforce Services	Microsoft Windows XP Professio Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.20
INC000000568160	Norman Keith Metro A Help Desk	Application Liz Evans	Error Workforce Services	Utah Works Low	Resolved	TIR Missed: No TTR Missed: No	0.00
INC000000568163	Ray Burningham Metro A Help Desk	Application Liz Evans	Error Workforce Services	Utah Works Low	Resolved	TIR Missed: No TTR Missed: No	0.11 0.11
INC000000568172	Heidi Jameson Metro A Desktop Support	PC/Laptop Michael Barth	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.07 0.80
INC000000568184	Jody McMillan Application Services	None Dustin Crump	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.59 0.64
INC000000568185	Helen Te'o Application Support - UWORKS	None Eric Strong	None Workforce Services	None Low	Resolved	TIR Missed: Yes TTR Missed: No	1.14 1.14
INC000000568188	Robert Van Vliet Metro A Help Desk	None Edward Fortner	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.04

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INC000000568199	Steven Fox	Application	Password	Utah Master Directory	TIR Missed: No	0.00
Help Desk	Vicky Marrelli	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000568208	Kathleen Leiker	None	None	None	TIR Missed: Yes	1.25
Application Support - UWORKS	Eric Strong	Workforce Services	Low	Resolved	TTR Missed: No	1.25
INC000000568209	Lois Jones	Application	Error	Utah Works	TIR Missed: No	0.00
Application Support - UWORKS	Eric Strong	Workforce Services	Low	Resolved	TTR Missed: No	1.21
INC000000568212	Marcia J Lea	None	None	None	TIR Missed: No	0.00
Metro A Help Desk	Edward Fortner	Workforce Services	Low	Resolved	TTR Missed: No	
INC000000568215	Amber Jackson	None	None	None	TIR Missed: No	0.93
Application Support - UWORKS	Eric Strong	Workforce Services	Low	Resolved	TTR Missed: No	0.93
INC000000568218	Rachel Anderson	None	None	None	TIR Missed: No	0.89
Application Support - UWORKS	Eric Strong	Workforce Services	Low	Resolved	TTR Missed: No	0.89
INC000000568221	Sharon Holmes	None	None	None	TIR Missed: No	0.00
Metro A Help Desk	Edward Fortner	Workforce Services	Low	Resolved	TTR Missed: No	
INC000000568247	Kalani Huber	Application	Password	eFIND/eSHARE	TIR Missed: No	0.00
Operations Production Control	Duane Hardy	Workforce Services	Low	Resolved	TTR Missed: No	0.79
INC000000568251	Gregory Whittaker	None	None	None	TIR Missed: No	0.00
Operations Production Control	Duane Hardy	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000568256	Gary Kennison	None	None	None	TIR Missed: No	0.05
Rural North Desktop Support	Dane Smith	Workforce Services	Low	Resolved	TTR Missed: No	0.05
INC000000568260	Jennifer Wright	PC/Laptop	Hardware	None	TIR Missed: No	0.00
Rural North Desktop Support	Ryan Casey	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000568272	Karen Shepherd	Application	None	None	TIR Missed: No	0.00
Rural South Desktop Support	Lance Nay	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000568275	Cynthia McDaniel	PC/Laptop	Hardware	None	TIR Missed: No	0.00
Rural South Desktop Support	Lance Nay	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000568298	Jill Black	None	None	None	TIR Missed: No	0.03
Rural North Desktop Support	Wayne Higgs	Workforce Services	Low	Resolved	TTR Missed: No	0.06
INC000000568314	Rebecca Williams	None	None	None	TIR Missed: No	0.00
Operations Production Control	Duane Hardy	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000568489	Chris Kamens	Application	Error	ZENworks for Desktops	TIR Missed: No	0.00
Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000568495	Steve Madigan	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.00

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INC000000568500	Amy Larsen	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low Resolved	TTR Missed: No	0.00
INC000000568504	Pema Chagzoetsang	Application	Password	Novell GroupWise 32-bit Windows	TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low Resolved	TTR Missed: No	0.00
INC000000568523	Debra Mace	Application	Error	Utah Works	TIR Missed: No	0.00
	Application Support - UWORKS	Jeff Pryor	Workforce Services	Low Resolved	TTR Missed: No	0.46
INC000000568530	Dennie Tsuya	Application	Reporting	Utah Works	TIR Missed: No	0.02
	Rural South Desktop Support	Doug Chaston	Workforce Services	Low Resolved	TTR Missed: No	0.02
INC000000568532	June Conn-Solomon	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low Resolved	TTR Missed: No	0.00
INC000000568550	Dana Simper	Telecom	IP	None	TIR Missed: No	0.15
	Voice Operations	Leon Owen	Workforce Services	Low Resolved	TTR Missed: No	0.99
INC000000568557	Deeann Marroquin	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low Resolved	TTR Missed: No	0.00
INC000000568561	Margie Mohler	Application	Reporting	Utah Works	TIR Missed: No	0.00
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low Resolved	TTR Missed: No	0.32
INC000000568571	Michelle Phillips	Network	Performance	None	TIR Missed: No	0.00
	Rural South Desktop Support	Scott Jesienouski	Workforce Services	Low Resolved	TTR Missed: No	0.27
INC000000568583	Brandi Gunnell	Network	Error	None	TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low Resolved	TTR Missed: No	0.04
INC000000568587	Lori Calvert	None	None	None	TIR Missed: No	0.00
	Operations Production Control	Cal Brinton	Workforce Services	Low Resolved	TTR Missed: No	0.00
INC000000568603	Susan Taggart	PC/Laptop	Error	None	TIR Missed: No	0.95
	Network Operations	Jared Elzinga	Workforce Services	Low Resolved	TTR Missed: Yes	14.83
INC000000568611	Jayne Kimmer	PC/Laptop	Password	None	TIR Missed: No	0.23
	Metro B Help Desk	Tyler Pearce	Workforce Services	Low Resolved	TTR Missed: No	0.23
INC000000568616	Timothy Chamberlain	Application	Error	ZENworks for Desktops	TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low Resolved	TTR Missed: No	0.04
INC000000568619	Joe Hunter	Application	Reporting	None	TIR Missed: No	0.19
	Metro A Desktop Support	Adam Staks	Workforce Services	Low Resolved	TTR Missed: No	3.57
INC000000568628	Blaine Cook	Network	Performance	None	TIR Missed: No	0.00
	Metro A Desktop Support	Robert Wall	Workforce Services	Low Resolved	TTR Missed: Yes	17.34
INC000000568629	Jerry Norton	Network	Error	None	TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low Resolved	TTR Missed: No	

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INC000000568641	Marjorie Barker Metro A Help Desk	Network Ed Conrad	Password Workforce Services	Novell Client for 32-bit Windows Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.00
INC000000568655	Anne Gilbert Metro A Help Desk	Network Liz Evans	Performance Workforce Services	None Low	Resolved TIR Missed: No TTR Missed: No	0.00
INC000000568669	Robin Parker Metro A Help Desk	Network Liz Evans	Password Workforce Services	Novell Client for 32-bit Windows Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.00
INC000000568684	Kaylee Ashdown Operations Production Control	None Duane Hardy	None Workforce Services	None Low	Resolved TIR Missed: No TTR Missed: No	0.00 0.00
INC000000568696	Marie Higgins Rural North Desktop Support	Network Dane Smith	Password Workforce Services	Novell Client for 32-bit Windows Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.11
INC000000568697	Jolie Bevers Metro A Desktop Support	Application Kraig Ellis	Password Workforce Services	Computerized Unemployment B Low	TIR Missed: No Resolved TTR Missed: No	0.14 0.41
INC000000568701	Jolyn Bevan Metro B Desktop Support	Network Jay Locker	None Workforce Services	Novell Client for 32-bit Windows Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.07
INC000000568717	Matt Garrett Operations Production Control	None Cal Brinton	None Workforce Services	None Low	Resolved TIR Missed: No TTR Missed: No	0.44 0.57
INC000000568731	Colleen Jamison Voice Operations	None Gail Christiansen	None Workforce Services	None Low	Resolved TIR Missed: No TTR Missed: No	0.12 0.62
INC000000568747	Thomas Paul Metro A Help Desk	Network Ed Conrad	Password Workforce Services	Novell Client for 32-bit Windows Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.00
INC000000568753	Jonathan R Fatz Application Support - UWORKS	None Shane Otvos	None Workforce Services	None Low	Resolved TIR Missed: Yes TTR Missed: No	1.19 1.19
INC000000568758	Stella Lenzen Metro A Help Desk	Network Liz Evans	Incident Workforce Services	None Low	Resolved TIR Missed: No TTR Missed: No	0.00 0.07
INC000000568784	Brandon Haslam Metro A Help Desk	Network Liz Evans	Password Workforce Services	Novell Client for 32-bit Windows Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.71
INC000000568799	Jaynee Kimber Metro B Help Desk	None Tyler Pearce	None Workforce Services	None Low	Resolved TIR Missed: No TTR Missed: No	0.00 0.00
INC000000568804	Kym Ney Operations Production Control	None Duane Hardy	None Workforce Services	None Low	Resolved TIR Missed: No TTR Missed: No	0.00 0.00
INC000000568810	Jaynee Kimber Metro B Help Desk	None Tyler Pearce	None Workforce Services	None Low	Resolved TIR Missed: No TTR Missed: No	0.00 0.00
INC000000568814	Eddie Richmond Metro A Desktop Support	None Robert Wall	None Workforce Services	None Low	Resolved TIR Missed: Yes TTR Missed: Yes	16.02 16.03

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INC000000568818	James Alexander	None	None	None		TIR Missed: Yes	15.69
	Metro A Desktop Support	Kraig Ellis	Workforce Services	Low	Resolved	TTR Missed: Yes	15.69
INC000000568827	Samuel Hendricksen	None	None	None		TIR Missed: Yes	1.15
	Application Support - UWORKS	Jeff Pryor	Workforce Services	Low	Resolved	TTR Missed: No	1.16
INC000000568844	Ken Smith	Application	Password	Changepoint		TIR Missed: No	0.16
	Internal Application Development a	John Bracken	Workforce Services	Low	Resolved	TTR Missed: No	0.16
INC000000568852	Marilyn Wallis	Network	Password	Utah Master Directory		TIR Missed: No	0.00
	Rural Central Desktop Support	Jay Barfuss	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000568853	Shane Young	Mobile Devices	None	None		TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000568881	Rebecca Banner	None	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Resolved	TTR Missed: No	0.40
INC000000568896	Darren Fox	None	None	None		TIR Missed: No	0.16
	Operations Production Control	Duane Hardy	Workforce Services	Low	Resolved	TTR Missed: No	0.29
INC000000568901	Rebecca Sangberg	None	None	None		TIR Missed: No	0.41
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low	Resolved	TTR Missed: No	0.41
INC000000568918	Lloyd Pendleton	None	None	None		TIR Missed: No	0.02
	Metro A Desktop Support	Kraig Ellis	Workforce Services	Low	Resolved	TTR Missed: No	0.02
INC000000568921	Kristi Manseau	Application	Reporting	eFIND/eSHARE		TIR Missed: No	0.00
	Application Support - EFIND	Anhkim Le	Workforce Services	Low	Resolved	TTR Missed: No	0.72
INC000000568922	Leigh Page	Network	None	None		TIR Missed: No	0.00
	Voice/Data/WAN Services	Mitch Hood	Workforce Services	Low	Resolved	TTR Missed: No	1.81
INC000000568926	Son Chau	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Cal Brinton	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000568930	Jayne Kimmer	Application	Reporting	Content Manager		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000568960	David Busk	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Duane Hardy	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000568963	Janet Cole	Application	None	Gmail		TIR Missed: Yes	1.46
	Rural Central Desktop Support	Paul Petersen	Workforce Services	Low	Resolved	TTR Missed: No	1.46
INC000000568969	Lorie Davis	Telecom	Area Code	None		TIR Missed: No	0.90
	Voice Operations	Gail Christiansen	Workforce Services	Low	Resolved	TTR Missed: No	3.93
INC000000568973	Sylvia Pineda	Application	Reporting	None		TIR Missed: No	0.13
	Metro A Desktop Support	Kraig Ellis	Workforce Services	Low	Resolved	TTR Missed: No	0.37

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INC000000568980	Leslie Judd	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Resolved	TTR Missed: No	0.04
INC000000568995	Robin Parker	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Resolved	TTR Missed: No	0.14
INC000000568997	Deni Swanger	None	None	None		TIR Missed: No	0.93
	Rural North Desktop Support	Neil Smedley	Workforce Services	Low	Resolved	TTR Missed: No	0.93
INC000000568998	Janet Jolley	Print/Copy/Scan/Fax	Error Code	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Jeremy Standifird	Workforce Services	Low	Resolved	TTR Missed: No	4.51
INC000000569001	Leigh Page	Application	None	Novell GroupWise		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000569009	Tanya Smith	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000569011	Caroline Coats	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.30
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Resolved	TTR Missed: No	0.30
INC000000569018	Rebecca Williams	None	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Kraig Ellis	Workforce Services	Low	Resolved	TTR Missed: No	1.63
INC000000569054	Sylvia Weight	PC/Laptop	None	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.28
INC000000569056	Kenneth Martinez	None	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Kraig Ellis	Workforce Services	Low	Resolved	TTR Missed: No	0.22
INC000000569064	Galina Greer	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000569066	Todd Bauerle	Telecom	Voice Mail	Telephone		TIR Missed: No	0.08
	Voice Operations	Romanza Hamblin Sorensen	Workforce Services	Low	Resolved	TTR Missed: No	1.08
INC000000569083	Gail Boyd	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Resolved	TTR Missed: No	0.19
INC000000569096	Darcy Osborn	Application	Error	eFIND/eSHARE		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000569100	Ma'afala Koko	Application	Error	Citrix ICA Client		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.31
INC000000569109	Frank Trivino	None	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Adam Staks	Workforce Services	Low	Resolved	TTR Missed: No	1.96
INC000000569120	Dawna Kranendonk	PC/Laptop	Error	Microsoft Windows XP Professio		TIR Missed: No	0.00
	Metro A Desktop Support	Kraig Ellis	Workforce Services	Low	Resolved	TTR Missed: No	1.22

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INC000000569138	Alla Zilbershteyn Operations Production Control	None Cal Brinton	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000569149	Lynnette McKee Metro A Help Desk	None Edward Fortner	None Workforce Services	Novell GroupWise Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000569166	Derrek Larson Operations Production Control	None Cal Brinton	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000569179	Natalie Hendrickson Metro A Help Desk	None Edward Fortner	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.12
INC000000569188	Darren Fox Rural Central Desktop Support	Network Paul Petersen	Password Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.93
INC000000569196	Susan Kolthoff Application Services	Application Martin Gonzalez	None Workforce Services	Proofpoint Email Security Low	Resolved	TIR Missed: No TTR Missed: No	0.71 1.52
INC000000569199	Dean Godfrey Help Desk	Application Vicky Marrelli	Password Workforce Services	Novell GroupWise Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000569202	Susan Kolthoff Metro A Help Desk	None Edward Fortner	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000569203	Melissa Daymont Application Support - UWORKS	None Shane Otvos	None Workforce Services	None Low	Resolved	TIR Missed: Yes TTR Missed: No	1.07 1.07
INC000000569204	Kathryn Levi Application Support - EFIND	None Anhkim Le	None Workforce Services	None Low	Resolved	TIR Missed: Yes TTR Missed: No	1.96 1.96
INC000000569209	Jared Henricksen Rural Central Desktop Support	None Ron LeBaron	None Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: Yes	0.02 6.16
INC000000569215	Connie Perez Metro A Help Desk	Application Ed Conrad	None Workforce Services	Computerized Unemployment B Low	Resolved	TIR Missed: No TTR Missed: No	0.16 0.16
INC000000569230	Galina Greer Help Desk	Print/Copy/Scan/Fax Julie VanBeekum	Queue Workforce Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000569284	Sandra Pyper Metro A Help Desk	Network Ed Conrad	Password Workforce Services	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000569285	Robert Kelley Metro A Help Desk	Network Liz Evans	Password Workforce Services	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000569293	Sharla Anderson Metro A Help Desk	Network Ed Conrad	Password Workforce Services	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000569301	Grazyna Janeczko Metro A Help Desk	Network Ed Conrad	Password Workforce Services	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00

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INC000000569318	Stella Lenzen	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low Resolved	TTR Missed: No	0.00
INC000000569326	Sandra Pyper	None	None	None	TIR Missed: No	0.00
	Operations Production Control	Cal Brinton	Workforce Services	Low Resolved	TTR Missed: No	0.00
INC000000569330	Kasia Tuaitanu	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low Resolved	TTR Missed: No	0.00
INC000000569349	Maritza Rojas-Erickson	None	None	None	TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low Resolved	TTR Missed: No	0.00
INC000000569351	Maren Stevens	Application	Reporting	Utah Works	TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low Resolved	TTR Missed: No	0.06
INC000000569392	Kristi Lujan	Application	Reporting	None	TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low Resolved	TTR Missed: No	0.00
INC000000569399	Karen Quackenbush	Print/Copy/Scan/Fax	None	None	TIR Missed: No	0.37
	Metro A Desktop Support	Eric Sedgwick	Workforce Services	Low Resolved	TTR Missed: No	0.37
INC000000569400	Christi Seger	Application	Error	Utah Works	TIR Missed: No	0.00
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low Resolved	TTR Missed: No	1.23
INC000000569406	Krzysztof Barchanski	Telecom	Dial Tone	Telephone	TIR Missed: No	0.00
	Metro A Desktop Support	Adam Staks	Workforce Services	Low Resolved	TTR Missed: No	0.15
INC000000569417	Elizabeth Bailey-Durst	PC/Laptop	None	None	TIR Missed: No	0.16
	Metro A Desktop Support	Kraig Ellis	Workforce Services	Low Resolved	TTR Missed: No	0.57
INC000000569428	Jennifer Mendoza	Application	Reporting	Novell GroupWise	TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low Resolved	TTR Missed: No	0.47
INC000000569432	Juliana Smith	None	None	None	TIR Missed: No	0.00
	Operations Production Control	Cal Brinton	Workforce Services	Low Resolved	TTR Missed: No	0.00
INC000000569459	Mandy McKinnon	None	None	None	TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low Resolved	TTR Missed: No	0.38
INC000000569465	Doug Lusty	Network	Error	Cisco AnyConnect VPN Client	TIR Missed: No	0.00
	Rural North Desktop Support	Neil Smedley	Workforce Services	Low Resolved	TTR Missed: Yes	7.52
INC000000569468	Twila Anderson	Application	Error	Utah Works	TIR Missed: No	0.00
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low Resolved	TTR Missed: No	2.01
INC000000569469	Todd Bauerle	None	None	None	TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low Resolved	TTR Missed: No	0.00
INC000000569490	Melissa Daymont	None	None	None	TIR Missed: Yes	3.07
	Application Support - UWORKS	Shane Otvos	Workforce Services	Low Resolved	TTR Missed: No	3.46

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INC000000569494	Karen Quackenbush	None	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Eric Sedgwick	Workforce Services	Low	Resolved	TTR Missed: No	0.35
INC000000569498	Nikki Holt	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000569501	Stella L Salazar	PC/Laptop	Error	Microsoft Windows XP Professio		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.16
INC000000569506	Matthew Larson	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000569514	Mirela Krkic	Application	None	None		TIR Missed: No	0.01
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Resolved	TTR Missed: No	0.03
INC000000569517	Jake Gaston	Application	Reporting	ZENworks for Desktops		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.07
INC000000569541	Kayl Smith	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.02
	Metro A Desktop Support	Michael Barth	Workforce Services	Low	Resolved	TTR Missed: No	0.02
INC000000569545	Zachary Whitwell	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000569548	Jackie Dalton	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000569549	Kim Auberger	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000569556	Sydney Christensen	Application	Error	ZENworks for Desktops		TIR Missed: No	0.00
	Rural Central Desktop Support	Jeremy Standifird	Workforce Services	Low	Resolved	TTR Missed: No	0.04
INC000000569564	Stephanie Mckee	Application	Error	Utah Electronic Resource and E		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.99
INC000000569569	Robert Van Vliet	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000569585	Brenda Brown	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.12
INC000000569592	Shonie Barker	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000569596	Twila Anderson	Application	Error	Utah Works		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.18
INC000000569600	Pilar Reyna	Application	None	None		TIR Missed: No	0.27
	Operations Production Control	Duane Hardy	Workforce Services	Low	Resolved	TTR Missed: No	0.66

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INC000000569623	Kris Bradley	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Rural North Desktop Support	Neil Smedley	Workforce Services	Low Resolved	TTR Missed: No	0.44
INC000000569649	TYLER HULL	PC/Laptop	Hardware	ZENworks for Desktops	TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low Resolved	TTR Missed: No	0.01
INC000000569681	Cynthia Arnold	PC/Laptop	Password	None	TIR Missed: No	0.00
	Rural Central Desktop Support	Jeremy Standifird	Workforce Services	Low Resolved	TTR Missed: No	4.40
INC000000569687	Teresa Gentry	None	None	None	TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low Resolved	TTR Missed: No	0.00
INC000000569692	Rachelle Rypien-Walker	None	None	None	TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low Resolved	TTR Missed: No	0.00
INC000000569696	Kelly E Rees-Maw	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low Resolved	TTR Missed: No	0.00
INC000000569699	Nathan Dopp	None	None	None	TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low Resolved	TTR Missed: No	0.00
INC000000569703	Leslie Minaya	None	None	None	TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low Resolved	TTR Missed: No	0.00
INC000000569706	Michael Banks	PC/Laptop	Error	None	TIR Missed: No	0.00
	Rural Central Desktop Support	Paul Petersen	Workforce Services	Low Resolved	TTR Missed: No	2.82
INC000000569711	Doyle Bender	Application	Error	ZENworks for Desktops	TIR Missed: No	0.00
	Rural Central Desktop Support	Jeremy Standifird	Workforce Services	Low Resolved	TTR Missed: No	0.15
INC000000569716	Sallie Muir	Application	Error	ZENworks for Desktops	TIR Missed: No	0.00
	Rural Central Desktop Support	Jeremy Standifird	Workforce Services	Low Resolved	TTR Missed: No	0.12
INC000000569717	Matthew Goodman	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low Resolved	TTR Missed: No	0.00
INC000000569721	TYLER HULL	PC/Laptop	None	None	TIR Missed: No	0.15
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low Resolved	TTR Missed: No	0.25
INC000000569754	Peggy Mitchell	Application	Password	Utah Master Directory	TIR Missed: No	0.05
	Help Desk	Eileen Dubach	Workforce Services	Low Resolved	TTR Missed: No	0.05
INC000000569780	Annette Golom	Application	Error	M86	TIR Missed: No	1.00
	Enterprise Security	Bart Grant	Workforce Services	Low Resolved	TTR Missed: No	1.13
INC000000569786	Nicole Kerwood	PC/Laptop	None	None	TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low Resolved	TTR Missed: No	0.00
INC000000569806	Matthew Goodman	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low Resolved	TTR Missed: No	0.05

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INC000000569824	Sherry Bird	Application	Error	Content Manager	TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low Resolved	TTR Missed: No	0.00
INC000000569825	Shelley Dial	Application	Error	eFIND/eSHARE	TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low Resolved	TTR Missed: No	0.60
INC000000569859	Deb Coffey	None	None	None	TIR Missed: No	0.03
	Metro A Desktop Support	Kraig Ellis	Workforce Services	Low Resolved	TTR Missed: No	0.19
INC000000569862	Sandy Flores	Network	Performance	None	TIR Missed: No	0.07
	Network Operations	Michael Ostrander	Workforce Services	Low Resolved	TTR Missed: No	2.60
INC000000569867	Jennifer Mattinson	None	None	None	TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low Resolved	TTR Missed: No	0.00
INC000000569877	Rebecca D Anderson	Application	Reporting	ZENworks for Desktops	TIR Missed: No	0.01
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low Resolved	TTR Missed: No	0.01
INC000000569929	Lindsey Johnson	None	None	None	TIR Missed: No	0.00
	Operations Production Control	Cal Brinton	Workforce Services	Low Resolved	TTR Missed: No	0.00
INC000000569978	Jamie Wiberg	Application	Password	Utah Master Directory	TIR Missed: No	0.08
	Help Desk	Eileen Dubach	Workforce Services	Low Resolved	TTR Missed: No	0.08
INC000000569983	Cynthia McDaniel	Application	None	None	TIR Missed: No	0.00
	Rural South Desktop Support	Lance Nay	Workforce Services	Low Resolved	TTR Missed: No	0.00
INC000000569989	Rebecca Hatch	Application	None	None	TIR Missed: No	0.00
	Rural South Desktop Support	Lance Nay	Workforce Services	Low Resolved	TTR Missed: No	0.00
INC000000570047	Linda Wirtjes	None	None	None	TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low Resolved	TTR Missed: No	0.00
INC000000570072	Kayl Smith	PC/Laptop	Performance	None	TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Workforce Services	Low Resolved	TTR Missed: No	0.00
INC000000570081	Janeal Dugmore	None	None	None	TIR Missed: Yes	1.74
	Application Support - UWORKS	Eric Strong	Workforce Services	Low Resolved	TTR Missed: No	1.74
INC000000570084	Elizabeth Shelton	None	None	None	TIR Missed: No	0.60
	Application Support - UWORKS	Jeff Pryor	Workforce Services	Low Resolved	TTR Missed: No	0.60
INC000000570092	Tanya Wilson	Application	Password	eFIND/eSHARE	TIR Missed: No	0.68
	Operations Production Control	Cal Brinton	Workforce Services	Low Resolved	TTR Missed: No	1.78
INC000000570116	Jamie Wiberg	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Workforce Services	Low Resolved	TTR Missed: No	0.00
INC000000570162	Laura Carter	PC/Laptop	Password	None	TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low Resolved	TTR Missed: No	0.00

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INC000000570170	Deni Swanger	None	None	None		TIR Missed: No	0.00
	Application Support - UWORKS	Jeff Pryor	Workforce Services	Low	Resolved	TTR Missed: No	0.33
INC000000570183	Kelly Green	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000570184	Bradley Salmond	PC/Laptop	Performance	Microsoft Windows XP Professi		TIR Missed: No	0.00
	Metro A Desktop Support	Kraig Ellis	Workforce Services	Low	Resolved	TTR Missed: No	3.55
INC000000570231	Deborah Servis	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.11
	Metro A Desktop Support	Kraig Ellis	Workforce Services	Low	Resolved	TTR Missed: No	0.80
INC000000570233	Tene' Howell	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000570241	Roseanna Bills	Application	None	Utah Works		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.02
INC000000570246	Connie Tidwell	None	None	None		TIR Missed: Yes	6.64
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Resolved	TTR Missed: Yes	6.64
INC000000570256	Sylvia Weight	Network	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.35
INC000000570263	Jamie Wiberg	PC/Laptop	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Help Desk	James Stearns	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000570274	Patrice West	PC/Laptop	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.04
INC000000570285	Jill Mecham	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000570288	Lynnette McKee	PC/Laptop	Performance	None		TIR Missed: No	0.00
	Metro B Desktop Support	Peter Musser	Workforce Services	Low	Resolved	TTR Missed: No	0.24
INC000000570294	Allen Penrod	Application	Error	Internet Explorer		TIR Missed: No	0.00
	Rural Central Desktop Support	Jeremy Standifird	Workforce Services	Low	Resolved	TTR Missed: No	0.08
INC000000570303	Sue Ann Heino	Application	Password	Utah Master Directory		TIR Missed: No	0.19
	Help Desk	James Stearns	Workforce Services	Low	Resolved	TTR Missed: No	0.19
INC000000570309	Christopher Myers	Network	Error	None		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed: No	0.70
INC000000570338	Deborah Servis	EIS Hardware	None	None		TIR Missed: No	0.74
	Strategic Communications	Dennis Rogers	Workforce Services	Low	Resolved	TTR Missed: Yes	9.57
INC000000570342	Bonnie L Kelsey	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Resolved	TTR Missed: No	0.00

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INC000000570345	Pat Palmieri	Application	Password	None		TIR Missed:	No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed:	No	0.29
INC000000570351	Bonnie L Kelsey	None	None	None		TIR Missed:	No	0.03
	Metro A Desktop Support	Adam Staks	Workforce Services	Low	Resolved	TTR Missed:	No	0.03
INC000000570357	David Monge	Telecom	Voice Mail	Telephone		TIR Missed:	No	0.51
	Voice Operations	Julie Sabato	Workforce Services	Low	Resolved	TTR Missed:	No	0.51
INC000000570367	Darijana Kovacevic	Network	Password	Novell Client for 32-bit Windows		TIR Missed:	No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Resolved	TTR Missed:	No	0.00
INC000000570390	Pat Palmieri	Network	Password	Novell Client for 32-bit Windows		TIR Missed:	No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed:	No	0.00
INC000000570401	Jon Brewer	Network	Password	Novell Client for 32-bit Windows		TIR Missed:	No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed:	No	0.00
INC000000570410	Bridgit Wekluk	Application	Error	eFIND/eSHARE		TIR Missed:	No	0.00
	Metro A Help Desk	Ed Conrad	Workforce Services	Low	Resolved	TTR Missed:	No	0.00
INC000000570416	Sandra Pyper	None	None	None		TIR Missed:	No	0.78
	Application Support - UWORKS	Jeff Pryor	Workforce Services	Low	Resolved	TTR Missed:	No	1.01
INC000000570421	Stacy Stenovich	PC/Laptop	Hardware	None		TIR Missed:	No	0.00
	Rural North Desktop Support	Kim Ratushniak	Workforce Services	Low	Resolved	TTR Missed:	No	5.81
INC000000570430	Kiersten Nielsen	None	None	None		TIR Missed:	No	0.73
	Application Support - UWORKS	Jeff Pryor	Workforce Services	Low	Resolved	TTR Missed:	No	0.73
INC000000570433	Kiersten Nielsen	None	None	None		TIR Missed:	Yes	1.76
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Resolved	TTR Missed:	No	1.76
INC000000570443	Sarah Pickard	Application	None	None		TIR Missed:	No	0.08
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Resolved	TTR Missed:	No	0.08
INC000000570455	Michelle W Christensen	Application	Error	Utah Works		TIR Missed:	No	0.00
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Resolved	TTR Missed:	No	1.39
INC000000570457	Jan Hunt	Application	Password	Active Directory		TIR Missed:	No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed:	No	0.00
INC000000570474	Carly Buttars	Application	None	Utah Works		TIR Missed:	No	0.00
	Application Support - UWORKS	Jeff Pryor	Workforce Services	Low	Resolved	TTR Missed:	No	1.47
INC000000570487	Tene' Howell	None	None	None		TIR Missed:	No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed:	No	0.00
INC000000570492	Zachary Whitwell	None	None	None		TIR Missed:	No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed:	No	0.00

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INC000000570499	Christina Lloyd	Application	Error	Adobe Acrobat		TIR Missed: No	0.13
	Metro A Desktop Support	Kraig Ellis	Workforce Services	Low	Resolved	TTR Missed: No	0.46
INC000000570508	Charles Amonett	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000570514	Karen Hess	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000570520	Carrie Mayne	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000570524	Rebecca D Anderson	Application	Error	None		TIR Missed: No	0.00
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Resolved	TTR Missed: No	0.22
INC000000570525	Carrie Mayne	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000570530	Jessica Ankenbauer	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000570534	Brenda Duvall	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000570546	Robin Day	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000570568	DeeDee Fleming	PC/Laptop	None	None		TIR Missed: No	0.52
	Rural South Desktop Support	Scott Jesienouski	Workforce Services	Low	Resolved	TTR Missed: No	0.52
INC000000570570	Jessica Ankenbauer	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000570572	Jake Gaston	Application	Reporting	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.25
INC000000570576	DeeDee Fleming	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000570591	Fran Cannard	Telecom	Dial Tone	Telephone		TIR Missed: No	0.06
	Voice Operations	Gail Christiansen	Workforce Services	Medium	Resolved	TTR Missed: No	0.06
INC000000570594	Carrie Mayne	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000570597	Carrie Mayne	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000570602	Gerald Brown	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00

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INC000000570611	Michelle Steele	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000570649	Shunda Pope	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Rural South Desktop Support	Lance Nay	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000570658	Galina Greer	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Resolved	TTR Missed: No	
INC000000570668	Candace Powers	None	None	None		TIR Missed: No	0.14
	Metro A Desktop Support	Burton Brown	Workforce Services	Low	Resolved	TTR Missed: No	0.14
INC000000570674	Karen Hess	None	None	None		TIR Missed: No	0.17
	Voice Operations	Romanza Hamblin Sorensen	Workforce Services	Low	Resolved	TTR Missed: No	0.17
INC000000570695	Nancy Galt	None	None	None		TIR Missed: No	0.68
	Voice/Data/WAN Services	Art Scott	Workforce Services	Low	Resolved	TTR Missed: No	0.68
INC000000570696	Susan Pierson	PC/Laptop	None	None		TIR Missed: No	0.41
	Rural North Desktop Support	Rodney Peterson	Workforce Services	Low	Resolved	TTR Missed: No	0.49
INC000000570723	Jason Teuscher	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000570727	Leigh Page	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Resolved	TTR Missed: No	0.15
INC000000570735	Michelle Wright	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Peter Musser	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000570746	Anna Dart	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000570747	Tene' Howell	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000570754	Michelle Slaughter	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000570757	Gloria Bock	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Resolved	TTR Missed: No	0.23
INC000000570768	Nate Palmer	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000570773	Nate Palmer	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000570780	Nate Palmer	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00

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INC000000570884	Steven Fox	None	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Burton Brown	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000570894	Melissa Romero-McKean	Application	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Kraig Ellis	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000570895	Kristie Mikstas	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Cal Brinton	Workforce Services	Low	Resolved	TTR Missed: No	0.04
INC000000570898	Dennie Tsuya	Application	Reporting	Utah Works		TIR Missed: No	0.00
	Application Support - UWORKS	Jeff Pryor	Workforce Services	Low	Resolved	TTR Missed: No	0.38
INC000000570905	Kimber Burks	None	None	None		TIR Missed: No	0.39
	Application Support - UWORKS	Jeff Pryor	Workforce Services	Low	Resolved	TTR Missed: No	0.44
INC000000570913	Tala'ave Lakin	Application	Reporting	None		TIR Missed: No	0.35
	Application Support - UWORKS	Jeff Pryor	Workforce Services	Low	Resolved	TTR Missed: Yes	6.14
INC000000570917	Daniel Tate	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000570920	J G Bronson	Application	Error	Utah Works		TIR Missed: No	0.32
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Resolved	TTR Missed: No	0.32
INC000000570922	Sandra Pyper	None	None	None		TIR Missed: No	0.32
	Application Support - UWORKS	Jeff Pryor	Workforce Services	Low	Resolved	TTR Missed: No	0.43
INC000000570932	Michelle Beebe	None	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Kraig Ellis	Workforce Services	Low	Resolved	TTR Missed: No	0.59
INC000000570934	Jamie Escobia	None	None	None		TIR Missed: No	0.00
	Application Support - UWORKS	None	Workforce Services	Low	Resolved	TTR Missed: No	
INC000000570939	Lauri Green	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000570945	Kimmi Lam	PC/Laptop	Password	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.10
INC000000570956	Nate Palmer	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000570959	May Chanthapannha	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Resolved	TTR Missed: No	0.56
INC000000570980	Lori Montague	PC/Laptop	Performance	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.07
INC000000570985	Carrie Mayne	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00

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INC000000570988	Paul Wright	None	None	None		TIR Missed: Yes	5.43
	Application Support - UWORKS	Jeff Pryor	Workforce Services	Low	Resolved	TTR Missed: No	5.49
INC000000570990	May Chanthapannha	None	None	None		TIR Missed: Yes	1.07
	Rural North Desktop Support	Neil Smedley	Workforce Services	Low	Resolved	TTR Missed: No	1.07
INC000000571000	Jessica Staker	Application	None	None		TIR Missed: No	0.37
	Metro A Desktop Support	Eric Sedgwick	Workforce Services	Low	Resolved	TTR Missed: No	0.37
INC000000571014	Todd Bauerle	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Resolved	TTR Missed: No	0.23
INC000000571031	Gordon J Heaps	Application	Error	Utah Works		TIR Missed: No	0.61
	Metro A Desktop Support	Adam Staks	Workforce Services	Low	Resolved	TTR Missed: No	0.61
INC000000571037	Elaine Montoya	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Resolved	TTR Missed: No	0.41
INC000000571040	Karen Ellsworth	Application	Error	Utah Works		TIR Missed: No	0.49
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Resolved	TTR Missed: No	0.49
INC000000571042	Norman Nakamura	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Cal Brinton	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000571046	Rachael Stewart	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro A Desktop Support	Eric Sedgwick	Workforce Services	Low	Resolved	TTR Missed: No	0.27
INC000000571053	Fran Cannard	Telecom	Call/Receive	Telephone		TIR Missed: No	0.16
	Voice Operations	Gail Christiansen	Workforce Services	Low	Resolved	TTR Missed: No	0.16
INC000000571055	Susan Pierson	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Rural North Desktop Support	Rodney Peterson	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000571058	Heather Loertscher	Application	None	JavaPC		TIR Missed: No	0.00
	Rural Central Desktop Support	Paul Petersen	Workforce Services	Low	Resolved	TTR Missed: No	2.88
INC000000571070	Jody McMillan	Network	Password	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.02
INC000000571072	Elaine Montoya	None	None	None		TIR Missed: No	0.18
	Operations Production Control	Cal Brinton	Workforce Services	Low	Resolved	TTR Missed: No	0.18
INC000000571080	Michelle Conley	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Resolved	TTR Missed: No	0.33
INC000000571084	Grazyna Janeczko	Telecom	Call Management	None		TIR Missed: No	0.00
	Voice Operations	Julie Sabato	Workforce Services	Low	Resolved	TTR Missed: No	0.70
INC000000571096	Barbara Croft	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Resolved	TTR Missed: No	0.15

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INC000000571097	Dean Godfrey	Application	Error	State Payroll Time Entry System	TIR Missed: No	0.00
Help Desk	Brenda Treadway	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000571102	Jan Hunt	Application	Error	Microsoft Windows XP Professional	TIR Missed: No	0.00
Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Resolved	TTR Missed: No	0.10
INC000000571103	James Stavros	PC/Laptop	Performance	None	TIR Missed: No	0.25
Rural Central Desktop Support	Jeremy Standifird	Workforce Services	Low	Resolved	TTR Missed: No	0.86
INC000000571106	Marles Oldroyd	Application	Reporting	None	TIR Missed: No	0.00
Rural Central Desktop Support	Jeremy Standifird	Workforce Services	Low	Resolved	TTR Missed: No	1.06
INC000000571117	Joan Price	None	None	None	TIR Missed: No	0.00
Operations Production Control	Cal Brinton	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000571121	Tracia Sullivan	None	None	None	TIR Missed: No	0.00
Metro A Desktop Support	Mike Beynon	Workforce Services	Low	Resolved	TTR Missed: No	0.22
INC000000571125	Soma Timsina	Application	None	None	TIR Missed: No	0.00
Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.08
INC000000571136	Clarence McBride	None	None	None	TIR Missed: No	0.00
Metro A Help Desk	Edward Fortner	Workforce Services	Low	Resolved	TTR Missed: No	0.15
INC000000571140	Brodie Panter	None	None	None	TIR Missed: No	0.00
Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000571147	Rebecca D Anderson	Telecom	Call Management	None	TIR Missed: No	0.00
Voice Operations	Julie Sabato	Workforce Services	Low	Resolved	TTR Missed: No	0.26
INC000000571166	Sanobi Johnson	None	None	None	TIR Missed: No	0.12
Metro A Desktop Support	Kraig Ellis	Workforce Services	Low	Resolved	TTR Missed: No	0.12
INC000000571171	Doris Adams	PC/Laptop	Hardware	None	TIR Missed: No	0.00
Rural Central Desktop Support	Paul Petersen	Workforce Services	Low	Resolved	TTR Missed: No	1.97
INC000000571178	Sanobi Johnson	None	None	None	TIR Missed: No	0.32
Metro A Desktop Support	Burton Brown	Workforce Services	Low	Resolved	TTR Missed: No	0.32
INC000000571190	Nora Olson	PC/Laptop	Performance	None	TIR Missed: No	0.00
Rural Central Desktop Support	Jeremy Standifird	Workforce Services	Low	Resolved	TTR Missed: No	2.57
INC000000571195	Janeal Dugmore	None	None	None	TIR Missed: Yes	1.94
Application Support - UWORKS	Eric Strong	Workforce Services	Low	Resolved	TTR Missed: No	1.94
INC000000571199	Jay Hafen	None	None	None	TIR Missed: No	0.09
Metro B Desktop Support	Mike Wilde	Workforce Services	Low	Resolved	TTR Missed: No	4.16
INC000000571205	Cindy Bertagnolli	None	None	None	TIR Missed: No	0.05
Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Resolved	TTR Missed: No	0.05

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INC000000571239	Karen Ellsworth	None	None	None		TIR Missed: No	0.16
	Metro A Desktop Support	Tracy VanderVaart	Workforce Services	Low	Resolved	TTR Missed: No	0.16
INC000000571242	Curt Cooper	None	None	Novell Client for 32-bit Windows		TIR Missed: No	0.31
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Resolved	TTR Missed: No	0.31
INC000000571244	Remy Miller	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000571250	Joe Edman	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Resolved	TTR Missed: No	0.05
INC000000571251	Cindy Bertagnolli	None	None	None		TIR Missed: No	0.61
	Metro A Hosting	Tom Carney	Workforce Services	Low	Resolved	TTR Missed: No	1.08
INC000000571252	Stacy Neal	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Resolved	TTR Missed: No	0.07
INC000000571256	Judianne Collins	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Jessica Purcell	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000571259	Judianne Collins	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Jessica Purcell	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000571260	Brady Olsen	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Jessica Purcell	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000571261	Randi Bell	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Jessica Purcell	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000571267	Tara Hodges	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Jessica Purcell	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000571272	Rebecca Pittman	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Jessica Purcell	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000571276	Jay Hafen	PC/Laptop	Performance	None		TIR Missed: No	0.08
	Metro B Desktop Support	Mike Wilde	Workforce Services	Low	Resolved	TTR Missed: No	2.06
INC000000571280	Karen Quackenbush	None	None	None		TIR Missed: No	0.22
	Metro A Desktop Support	Eric Sedgwick	Workforce Services	Low	Resolved	TTR Missed: No	0.22
INC000000571297	Lisa Thomas	None	None	None		TIR Missed: No	0.61
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Resolved	TTR Missed: No	0.61
INC000000571320	Stephanie Harding	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Jessica Purcell	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000571327	Thomas Paul	Network	Incident	None		TIR Missed: No	0.14
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.14

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INC000000571361	Emily Keller	PC/Laptop	None	None		TIR Missed: No	0.09
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.09
INC000000571363	Jackie Nielson	Application	None	None		TIR Missed: No	0.00
	Application Support - UWORKS	Jeff Pryor	Workforce Services	Low	Resolved	TTR Missed: No	0.83
INC000000571372	Kimberley Schmeling	None	None	None		TIR Missed: No	0.01
	Metro A Desktop Support	Kraig Ellis	Workforce Services	Low	Resolved	TTR Missed: No	0.01
INC000000571392	Thomas Paul	Application	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000571414	Barbara Croft	PC/Laptop	Password	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Jeremy Standifird	Workforce Services	Low	Resolved	TTR Missed: No	1.26
INC000000571422	Leslie Judd	Application	Error	Java Platform SE		TIR Missed: No	0.00
	Rural Central Desktop Support	Jeremy Standifird	Workforce Services	Low	Resolved	TTR Missed: No	1.17
INC000000571436	Michele White-Milgate	Application	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000571460	Jenny Clark	Application	Password	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.04
INC000000571464	Georgina Aviles	Application	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.05
INC000000571484	Christopher Durbin	Application	Error	Java Platform SE		TIR Missed: No	0.00
	Rural Central Desktop Support	Jeremy Standifird	Workforce Services	Low	Resolved	TTR Missed: No	0.30
INC000000571490	Trisha Nielson	Application	Reporting	Novell GroupWise		TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Resolved	TTR Missed: No	0.04
INC000000571494	Bonnie L Kelsey	Application	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Adam Staks	Workforce Services	Low	Resolved	TTR Missed: No	0.06
INC000000571522	May Chanthapannha	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000571539	Heather Loertscher	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Cal Brinton	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000571549	Angi Nielsen	Application	None	Utah Electronic Resource and E		TIR Missed: No	0.37
	Application Support - EREP Data P	David Moffitt	Workforce Services	Low	Resolved	TTR Missed: No	0.37
INC000000571562	Jodie Ward	Application	Error	eFIND/eSHARE		TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratushniak	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000571569	Lisa Roman	Network	Performance	None		TIR Missed: No	0.00
	Metro A Hosting	Chris Kunde	Workforce Services	Low	Resolved	TTR Missed: No	0.00

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INC000000571585	Jeff Godfrey	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratuszniak	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000571590	Jaime Henriquez	Application	Error	Cisco AnyConnect VPN Client		TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratuszniak	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000571645	Jeremy Sheikh	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000571649	Lynn Thomas	PC/Laptop	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Kraig Ellis	Workforce Services	Low	Resolved	TTR Missed: No	1.81
INC000000571658	Samuel Hendricksen	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Todd Hardy	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000571664	Sherri Kirk	Application	Error	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Todd Hardy	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000571668	Lela King	PC/Laptop	Performance	None		TIR Missed: No	0.00
	Rural South Desktop Support	Lance Nay	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000571674	Sherry Tran	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000571675	Brodie Panter	Application	None	Novell GroupWise		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000571677	Kristi Manseau	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000571690	Stacy Stenovich	PC/Laptop	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000571693	Joe Degennaro	Application	Password	Active Directory		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000571700	Bonnie L Kelsey	PC/Laptop	None	None		TIR Missed: No	0.04
	Metro A Desktop Support	Adam Staks	Workforce Services	Low	Resolved	TTR Missed: No	0.04
INC000000571729	Jake Huntsman	None	None	None		TIR Missed: No	0.35
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Resolved	TTR Missed: No	0.35
INC000000571736	Darijana Kovacevic	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.24
	Metro A Desktop Support	Kraig Ellis	Workforce Services	Low	Resolved	TTR Missed: No	1.79
INC000000571748	Janos Carpenter	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000571760	Galina Greer	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.00

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INC000000571779	Ruth Dominguez	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Resolved	TTR Missed: No	0.35
INC000000571781	Melissa Crane	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000571791	Jeremy Robinson	Application	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.16
INC000000571795	Kim Auberger	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000571806	Karen Ellsworth	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000571809	Deb Coffey	None	None	None		TIR Missed: No	0.02
	Metro A Desktop Support	Kraig Ellis	Workforce Services	Low	Resolved	TTR Missed: No	0.02
INC000000571825	Janet Jolley	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000571829	Sherry Stevens	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000571832	Maria Dupaix	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000571833	Kay Hopkins	Application	None	None		TIR Missed: No	0.11
	Metro A Desktop Support	Kraig Ellis	Workforce Services	Low	Resolved	TTR Missed: No	0.11
INC000000571837	Rachelle Brown	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Resolved	TTR Missed: No	0.25
INC000000571840	Scott Teuscher	None	None	None		TIR Missed: No	0.02
	Metro A Desktop Support	Mike Beynon	Workforce Services	Low	Resolved	TTR Missed: No	0.02
INC000000571841	Reyna Romero	None	None	None		TIR Missed: No	0.04
	Metro A Desktop Support	Mike Beynon	Workforce Services	Low	Resolved	TTR Missed: No	0.04
INC000000571845	Ulysses Tongaonevai	None	None	None		TIR Missed: No	0.02
	Metro A Desktop Support	Mike Beynon	Workforce Services	Low	Resolved	TTR Missed: No	0.02
INC000000571847	Amira Mijic	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000571848	Sherida Hicks	None	None	None		TIR Missed: No	0.02
	Metro A Desktop Support	Mike Beynon	Workforce Services	Low	Resolved	TTR Missed: No	0.02
INC000000571857	Christina Dahn	None	None	None		TIR Missed: No	0.02
	Metro A Desktop Support	Mike Beynon	Workforce Services	Low	Resolved	TTR Missed: No	0.02

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INC000000571858	Kimberly Johnson	None	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Edward Fortner	Workforce Services	Low	Resolved	TTR Missed: No	0.32
INC000000571860	Wayne Lee	None	None	None		TIR Missed: No	0.02
	Metro A Desktop Support	Mike Beynon	Workforce Services	Low	Resolved	TTR Missed: No	0.02
INC000000571866	Amira Mijic	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000571901	Anel Martinez	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000571903	Eric Tanner	Application	None	None		TIR Missed: No	0.29
	Metro B Desktop Support	Mike Wilde	Workforce Services	Low	Resolved	TTR Missed: No	0.73
INC000000571914	Raymond Spray	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000571915	Shane Farr	None	None	None		TIR Missed: No	0.31
	Metro A Desktop Support	Kraig Ellis	Workforce Services	Low	Resolved	TTR Missed: No	0.31
INC000000571917	Lynnette McKee	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000571919	Eva Salazar	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000571932	Trenton Willson	Application	Error	ZENworks for Desktops		TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Resolved	TTR Missed: No	0.03
INC000000571955	June Grattan	Application	None	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000571956	Cindy Bertagnolli	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000571971	Jill Black	None	None	None		TIR Missed: No	0.09
	Metro A Hosting	Tom Carney	Workforce Services	Low	Resolved	TTR Missed: No	1.90
INC000000571977	Stacy Neal	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Resolved	TTR Missed: No	0.06
INC000000571979	Janet Jolley	Application	Reporting	ZENworks for Desktops		TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Workforce Services	Low	Resolved	TTR Missed: No	0.04
INC000000571983	Jonathan Simmons	Application	Reporting	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Workforce Services	Low	Resolved	TTR Missed: No	0.06
INC000000572000	Lela King	Application	None	None		TIR Missed: No	0.00
	Rural South Desktop Support	Lance Nay	Workforce Services	Low	Resolved	TTR Missed: No	0.00

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INC000000572006	Helen Te'o	None	None	None		TIR Missed: No	0.68
	Application Support - UWORKS	Eric Strong	Workforce Services	Low	Resolved	TTR Missed: No	0.68
INC000000572017	Tiffanie Adams	Application	Password	PGP		TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000572035	Vicki Fenton	Application	None	State Payroll Time Entry System		TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Workforce Services	Low	Resolved	TTR Missed: No	0.00
INC000000572036	Kristopher Dew	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Workforce Services	Low	Resolved	TTR Missed: No	0.00